



**ADR USE FOR WORKPLACE DISPUTES
NON-EEO ADR REQUESTS AND NON-EEO ADR RESOLUTION RATE
ADR USE IN THE INFORMAL EEO PROCESS
ADR OFFERS, ADR PARTICIPATION, AND RESOLUTION RATE
COMPARISON CHARTS
FY-09 AND FY-10**

Introduction

The Office of Resolution Management's (ORM) goal is to work with all administrations and staff offices to prevent EEO complaints. We encourage the use of Alternative Dispute Resolution (ADR) before EEO complaints are initiated and when complaints cannot be avoided view ADR as a more efficient, effective, and satisfying way to address the underlying causes than allowing the EEO process to run its course. Thru direct communication and a neutral third party's assistance, VA employees and managers can better understand and bring closure to the issues that led to the complaint. Early resolution conserves VA's limited resources because it minimizes the time VA employees and managers spend engaged in the EEO process and maximizes the time spent serving our ever increasing Veteran population.

The data presented in this report represents the impact of using ADR prior to and during the informal stage of the EEO complaint process. We hope that you will carefully review the information and develop an action plan, if you do not already have one, to further improve the use of ADR in FY-11. VA's Workplace ADR Program is available to assist in reviewing ADR programs and offering recommendations and support on how they can be more effective.

Analysis

Five significant areas are depicted in the charts provided; non-EEO ADR requests, non-EEO ADR resolution rate, ADR offers, ADR participation, and resolution rate.¹

- **Non-EEO ADR Requests** represent the number of requests for ADR to address a workplace dispute when no EEO complaint has been initiated.
- **Non-EEO ADR Resolution Rate** represents the percentage of workplace disputes which were resolved as a result of using ADR.

¹ References in the charts to "NA" reflect no ADR requests or no complaint activity at that location during the FY. Charts were not created for VBA and NCA non-EEO ADR data as each had less than ten requests during the FY.

- **ADR Offers** represent the percentage of informal EEO complaints in which VA offered the aggrieved person an opportunity to participate in ADR versus traditional counseling.²
- **ADR Participation** represents the percentage of informal EEO complaints in which both VA and the aggrieved person agreed to participate in ADR.³
- **Resolution Rate** represents the percentage of informal EEO complaints that did not proceed to the formal stage.

In FY-09, ADR was used to address 766 workplace disputes resulting in an 81% resolution rate. In FY-10, ADR was used to address 1260 workplace disputes resulting in an 87% resolution rate. The Office of Personnel Management estimates that Federal agencies avoid approximately \$16,898.97 for every workplace dispute that is resolved. Therefore, VA can estimate total cost avoidance for FY-10 of \$18,419,877 by using ADR to address workplace disputes prior to EEO complaints being filed.

In FY-09, VA's ADR offer rate for informal complaints was 83%. The ADR participation rate was 48%, and the resolution rate was 49%. In FY-10, VA's ADR offer rate increased to 97%, ADR participation rate to 52%, and the resolution rate to 50%.

The Equal Employment Opportunity Commission (EEOC) publishes an annual report on the Federal workforce which provides government-wide statistics that Federal agencies are encouraged to use for benchmarking. In FY-09, the government-wide average for ADR offers was 81%, ADR participation 49%, and the resolution rate was 55%.

In this report, we use these government-wide averages as goals to assess the level of success that each administration, and VA as a whole, has had at meeting or exceeding these targets. If your organization is below the target, we encourage you to develop ways to move closer to the goal in FY-11.

All data presented in these reports was extracted from VA's ADR tracking system (ADRTracker). The data provided is based on information available as of October 7, 2010.

² Where ADR offers are less than 100%, a contributing factor could be that in some cases an aggrieved person withdraws their informal complaint before the VA organization is notified of the complaint and given an opportunity to offer ADR.

³ Within VA, labor must also agree to ADR when a bargaining unit employee is involved.

FY-10 ADR Accomplishments

Department-Wide

- ADR offers increased by 14%.
- ADR participation increased by 4%.
- Resolution rate increased by 1%.

NCA

- All MSNs exceeded EEOC's goal for ADR offers.
- MSNs 1, 2, 4, and 5 exceeded EEOC's goal for ADR participation.
- MSNs 1 and 2 exceeded EEOC's goal for resolution rate.

VBA

- All Areas exceeded EEOC's goal for ADR offers.
- Area 3 exceeded EEOC's goal for ADR participation.
- Areas 1, 3, and 4 exceeded EEOC's goal for resolution rate.

VHA

- All VISNs exceeded EEOC's goal for ADR offers.
- VISNs 1, 5, 6, 7, 8, 9, 11, 15, 16, 17, 19, 21, and 23 exceeded EEOC's goal for ADR participation.
- VISNs 2, 15, 18, and 20 exceeded EEOC's goals for resolution rate.

Conclusion

We look forward to collaborating with all VA organizations in FY-11 and welcome your ideas and suggestions on how ADR can play an even larger role in promoting organizational health and high levels of satisfaction and productivity in VA.

Department-Wide

FY-09 and FY-10 Data as of 10/07/10

Department of Veterans Affairs FY-09 & FY-10 ADR Offers, ADR Participation, and Resolutions

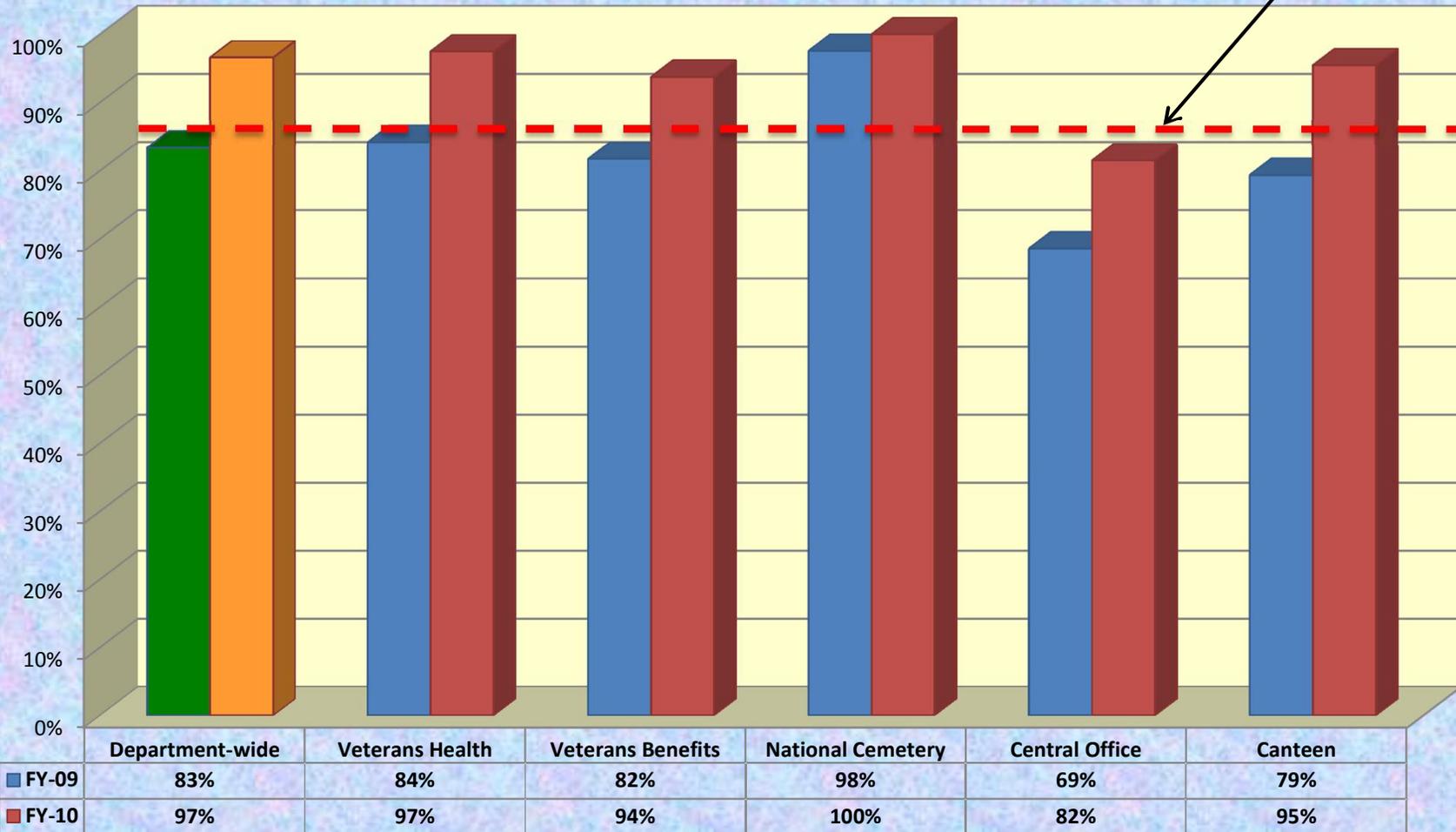


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Department of Veterans Affairs FY-09 & FY-10 ADR Offer Rate

81% Government-Wide Average

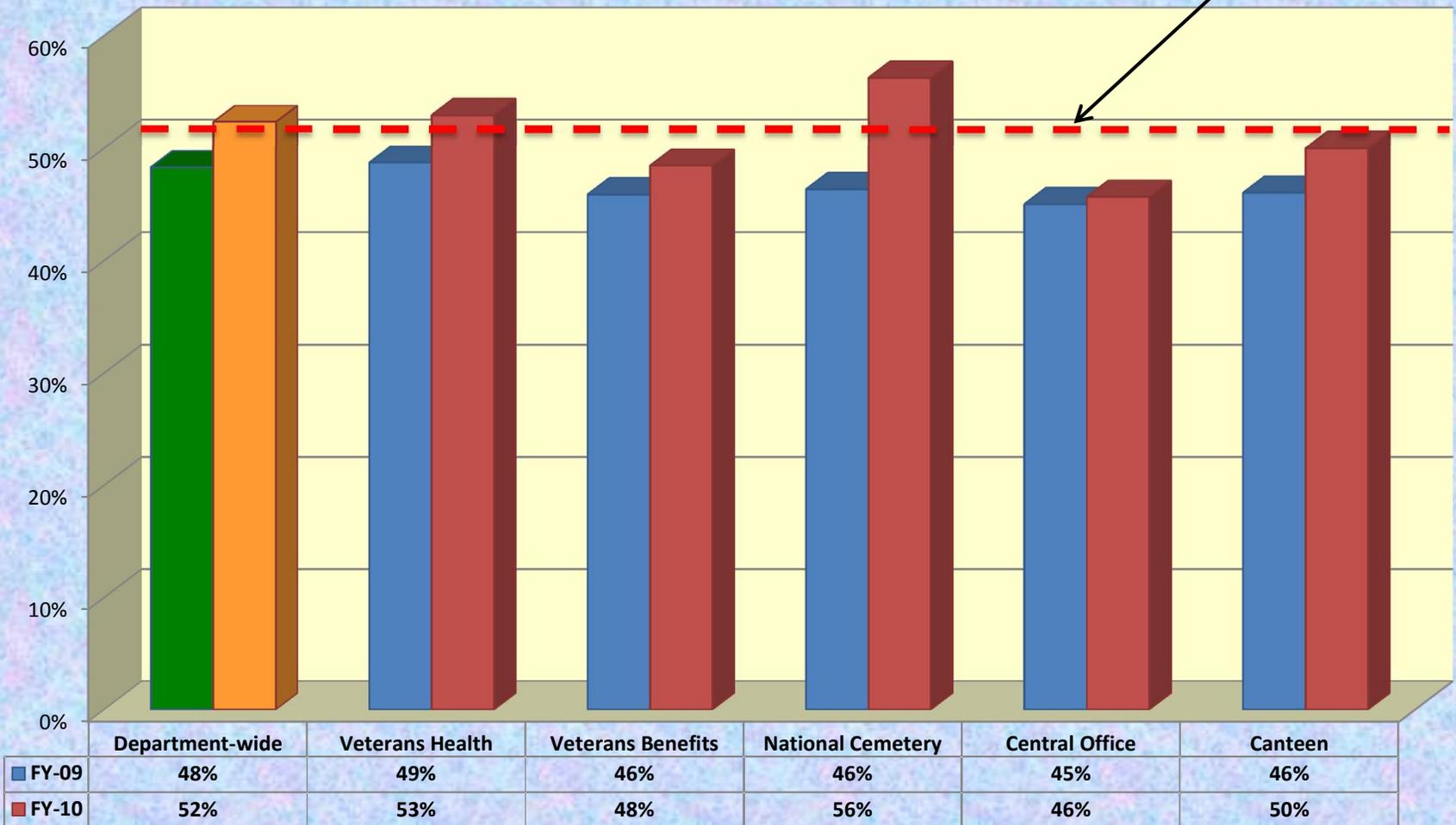


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Department of Veterans Affairs FY-09 & FY-10 ADR Participation Rate

49% Government-Wide Average

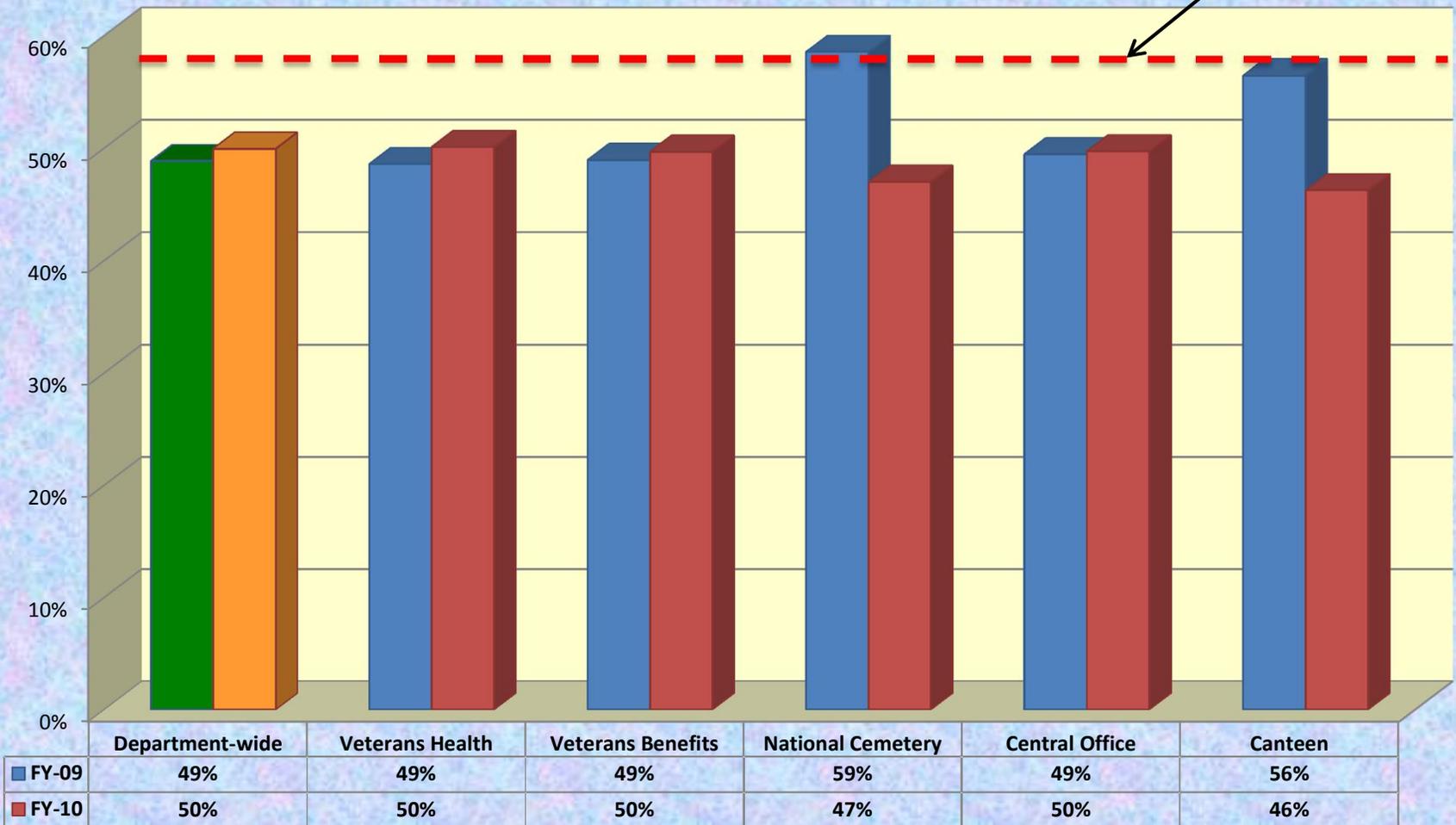


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Department of Veterans Affairs FY-09 & FY-10 Resolution Rate

55% Government-Wide Average



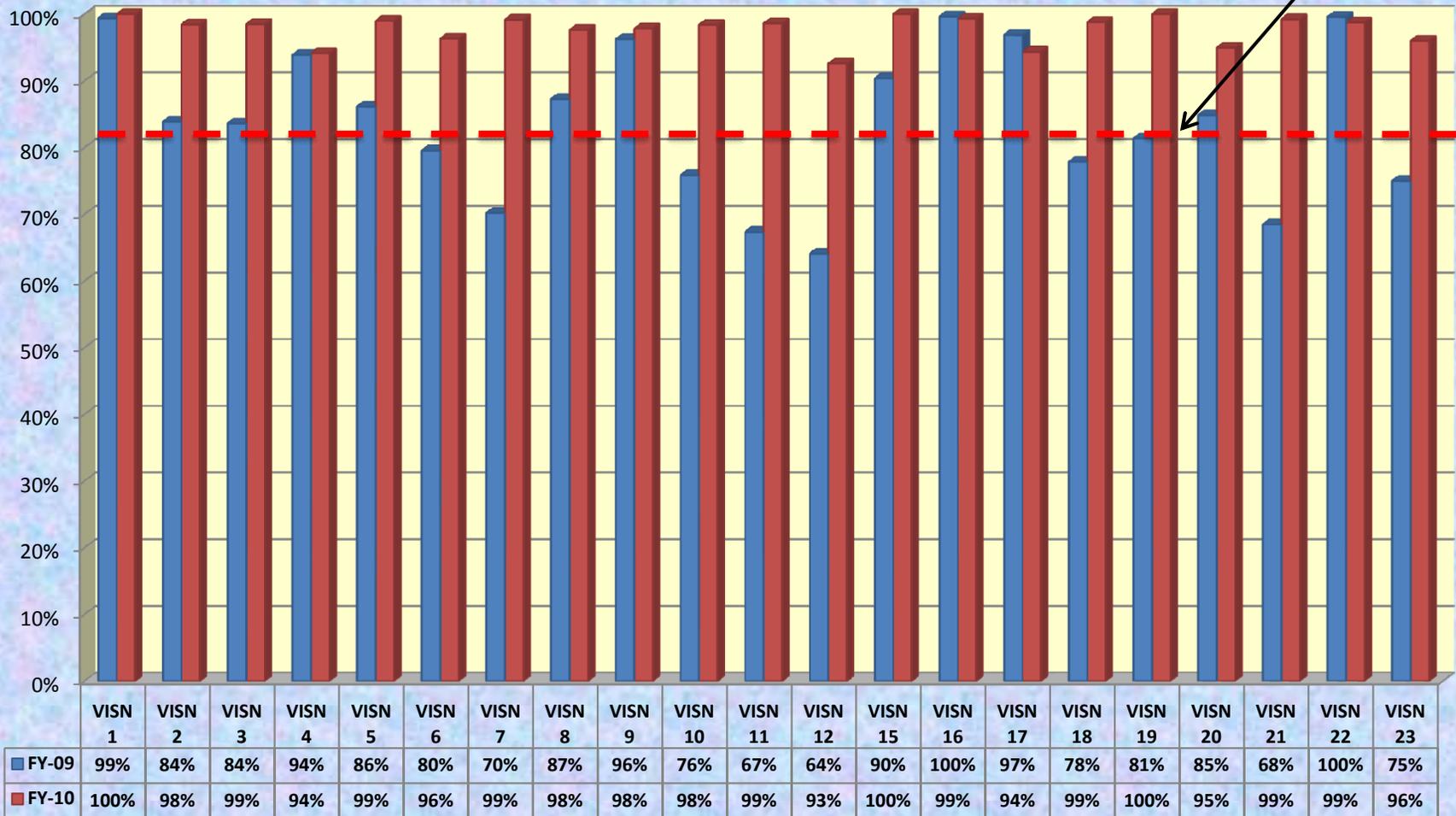
Data Source: ADRTTracker System

Veterans Health Administration

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate

81% Government-Wide Average

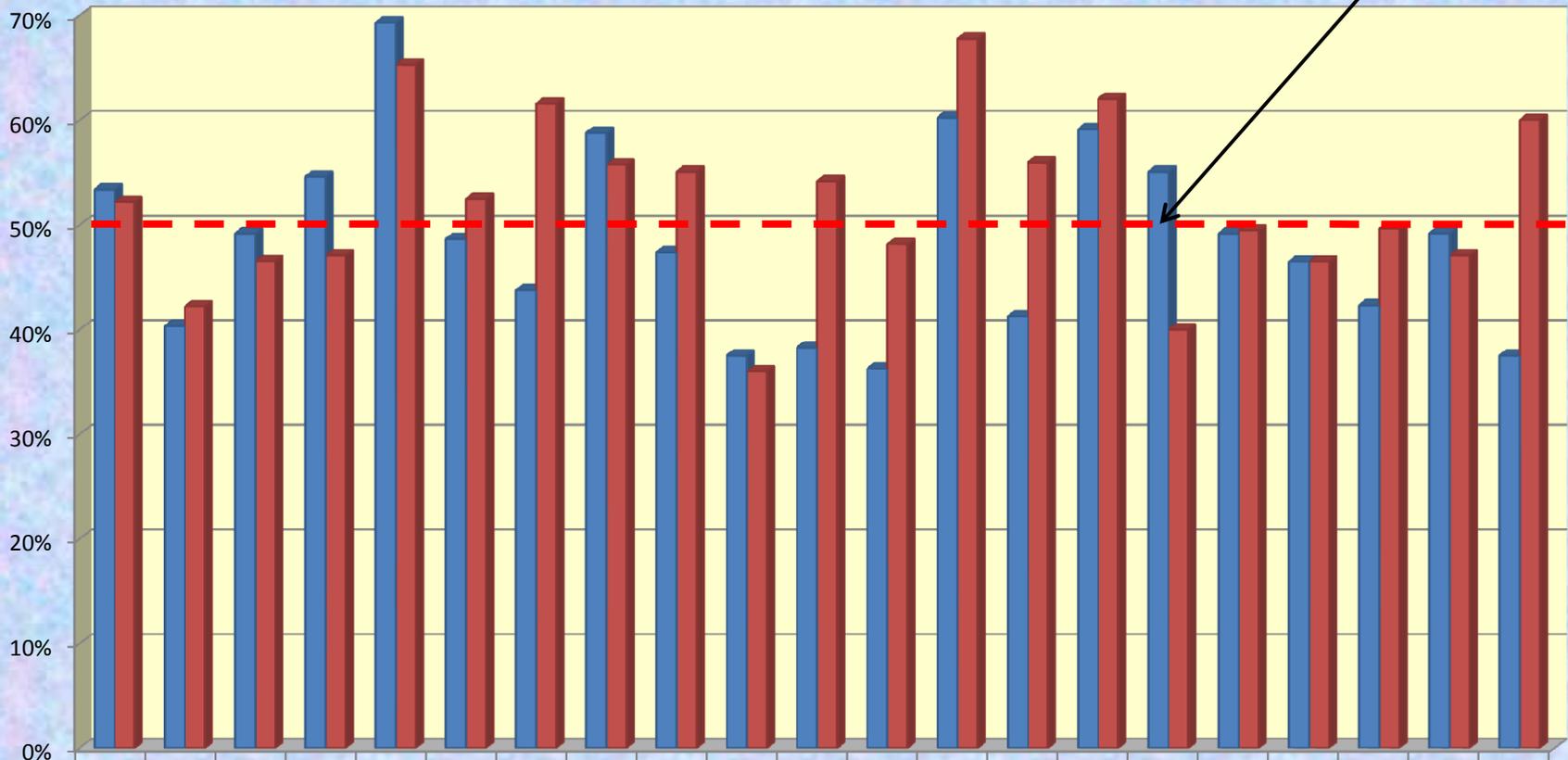


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate

49% Government-Wide Average

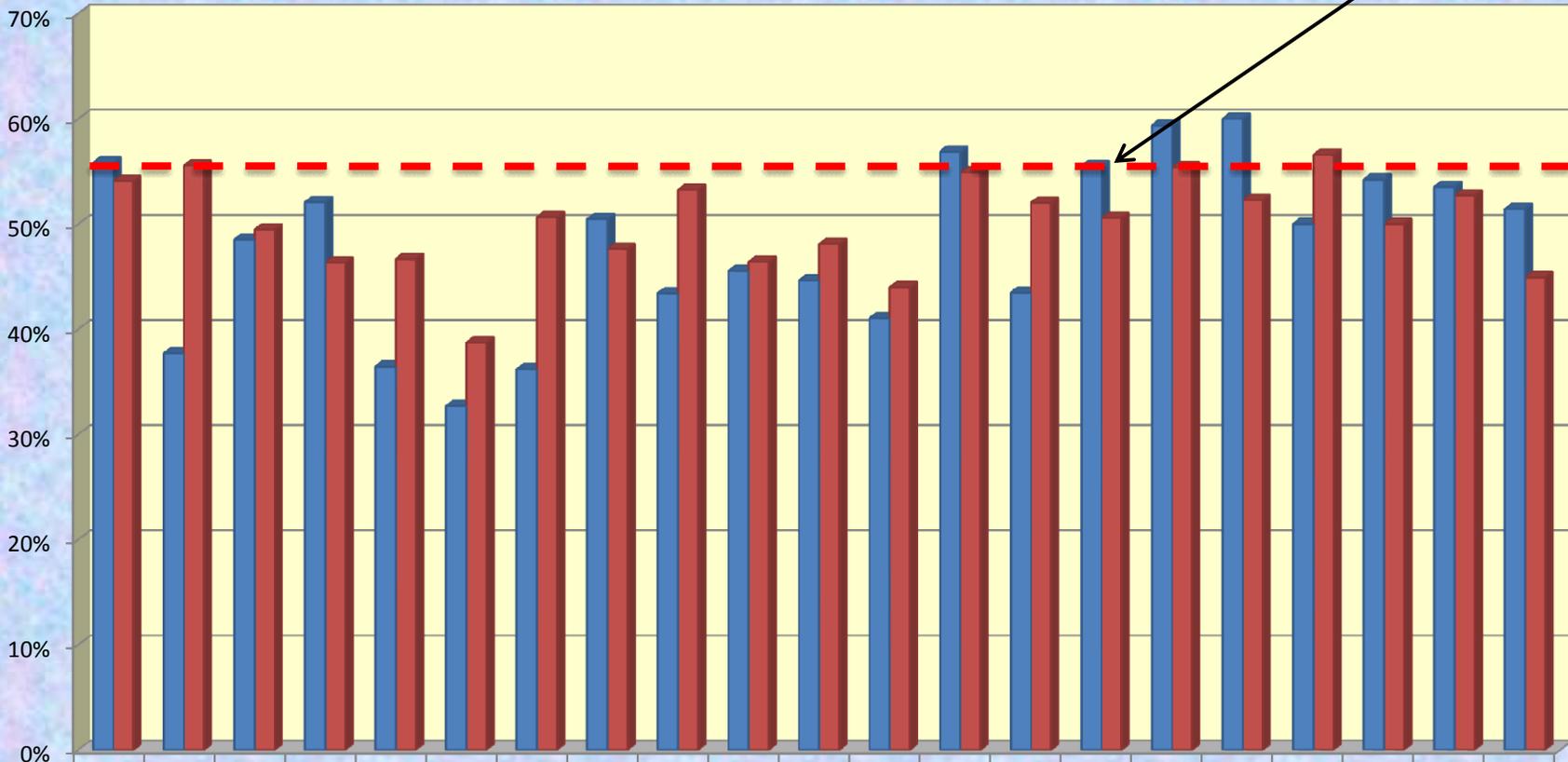


	VISN 1	VISN 2	VISN 3	VISN 4	VISN 5	VISN 6	VISN 7	VISN 8	VISN 9	VISN 10	VISN 11	VISN 12	VISN 15	VISN 16	VISN 17	VISN 18	VISN 19	VISN 20	VISN 21	VISN 22	VISN 23
FY-09	53%	40%	49%	55%	69%	49%	44%	59%	47%	38%	38%	36%	60%	41%	59%	55%	49%	46%	42%	49%	38%
FY-10	52%	42%	47%	47%	65%	52%	62%	56%	55%	36%	54%	48%	68%	56%	62%	40%	49%	46%	50%	47%	60%

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate

55% Government-Wide Average

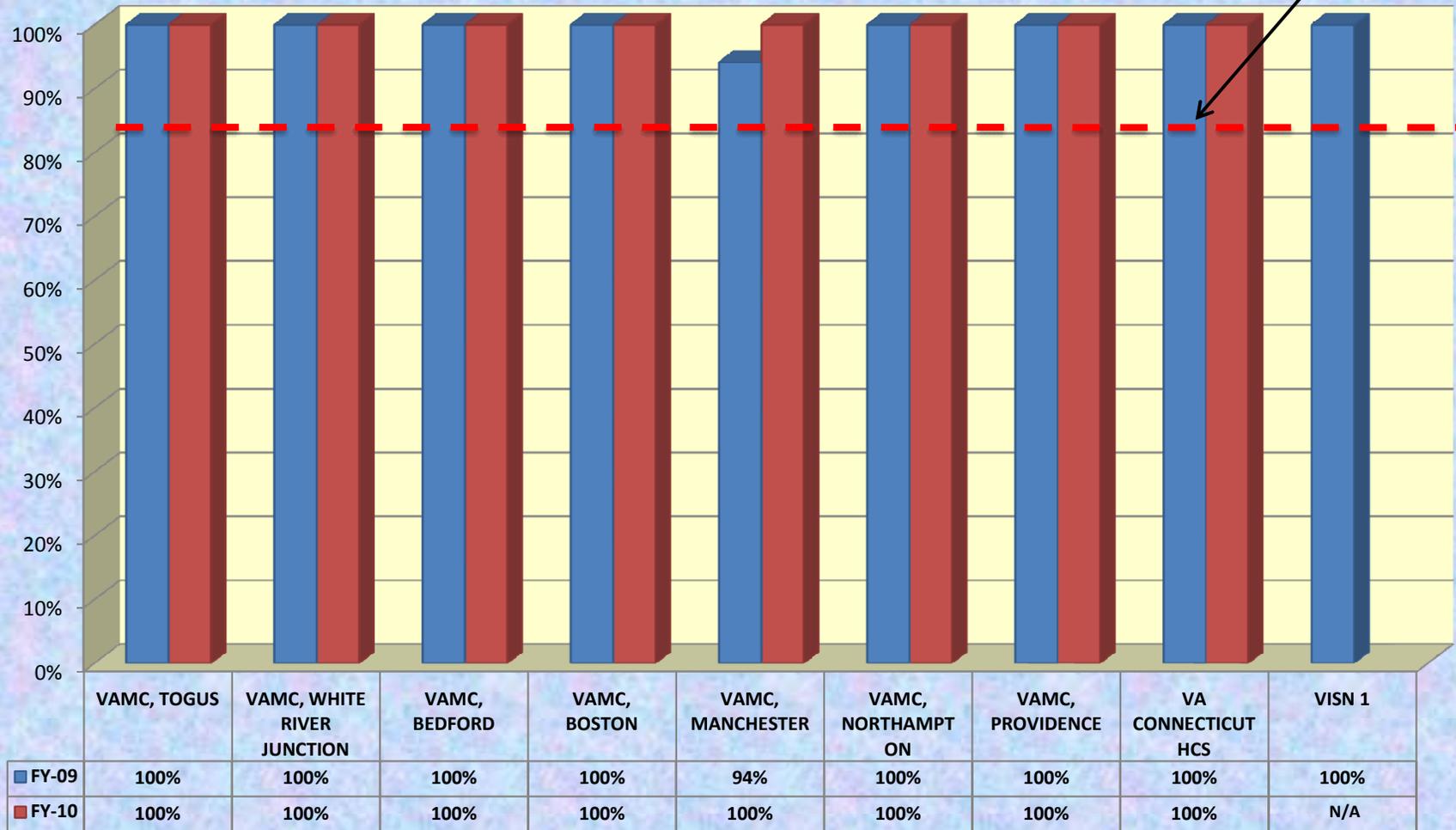


	VISN 1	VISN 2	VISN 3	VISN 4	VISN 5	VISN 6	VISN 7	VISN 8	VISN 9	VISN 10	VISN 11	VISN 12	VISN 15	VISN 16	VISN 17	VISN 18	VISN 19	VISN 20	VISN 21	VISN 22	VISN 23
FY-09	56%	38%	49%	52%	36%	33%	36%	50%	43%	46%	45%	41%	57%	43%	56%	59%	60%	50%	54%	54%	51%
FY-10	54%	56%	49%	46%	47%	39%	51%	48%	53%	46%	48%	44%	55%	52%	51%	55%	52%	57%	50%	53%	45%

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 1

81% Government-Wide Average



FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 1

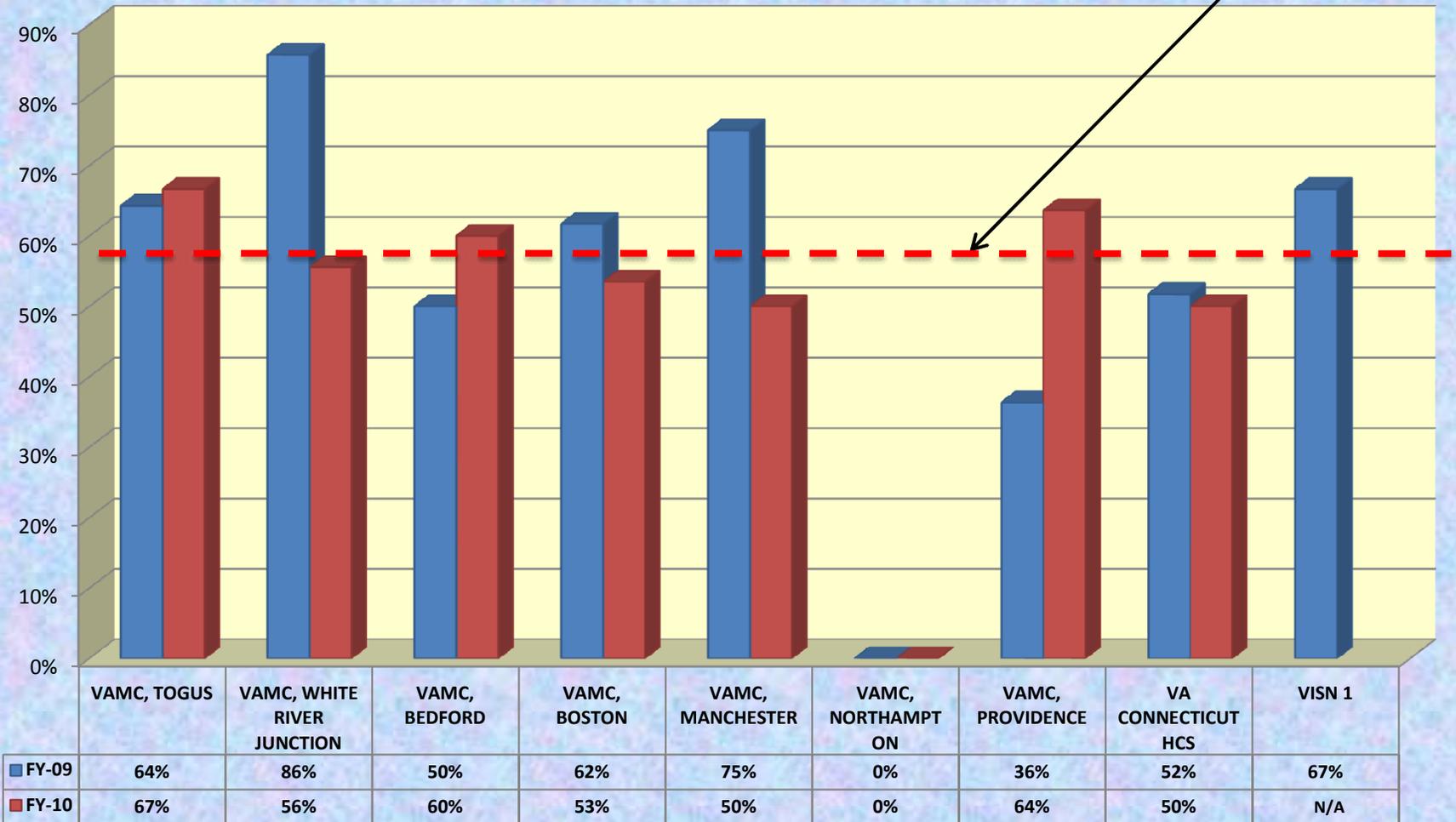


49% Government-Wide Average

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 1

55% Government-Wide Average

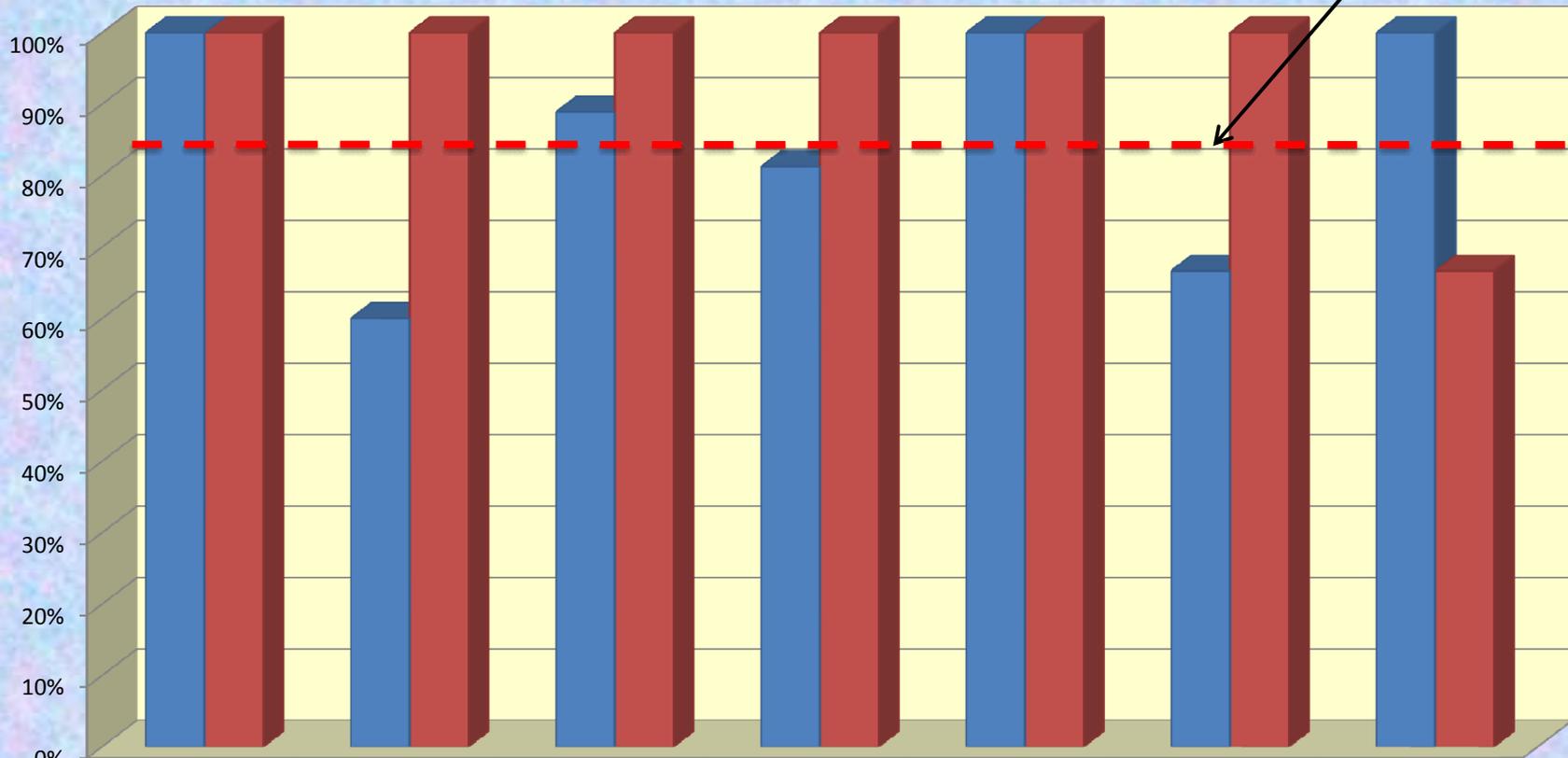


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 2

81% Government-Wide Average



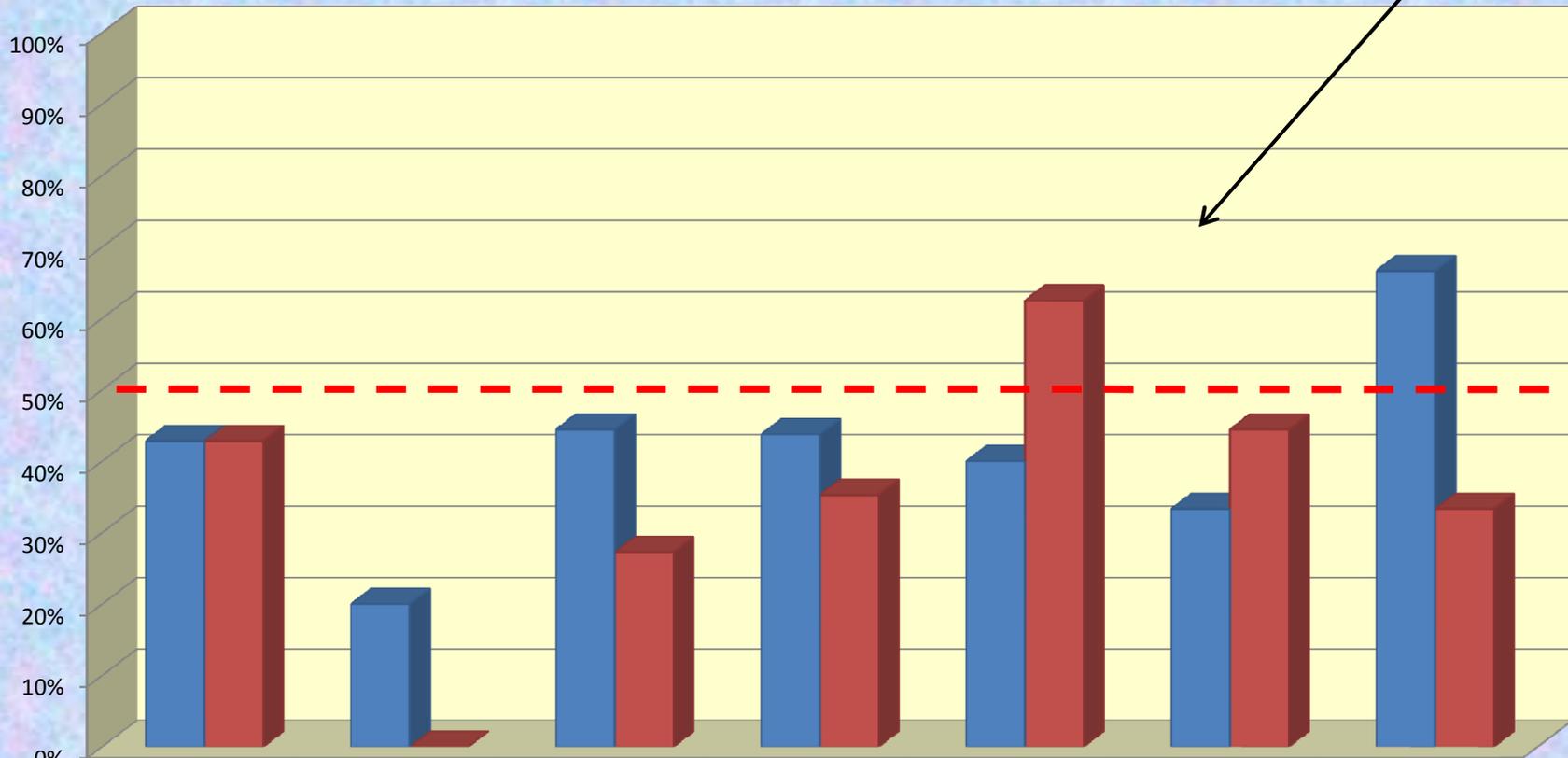
	VAMC, ALBANY	VAMC, BATAVIA	VAMC, BATH	VAMC, BUFFALO	VAMC, CANADAIGUA	VAMC, SYRACUSE	VISN 2
FY-09	100%	60%	89%	81%	100%	67%	100%
FY-10	100%	100%	100%	100%	100%	100%	67%

Data Source: ADRTacker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 2

49% Government-Wide Average



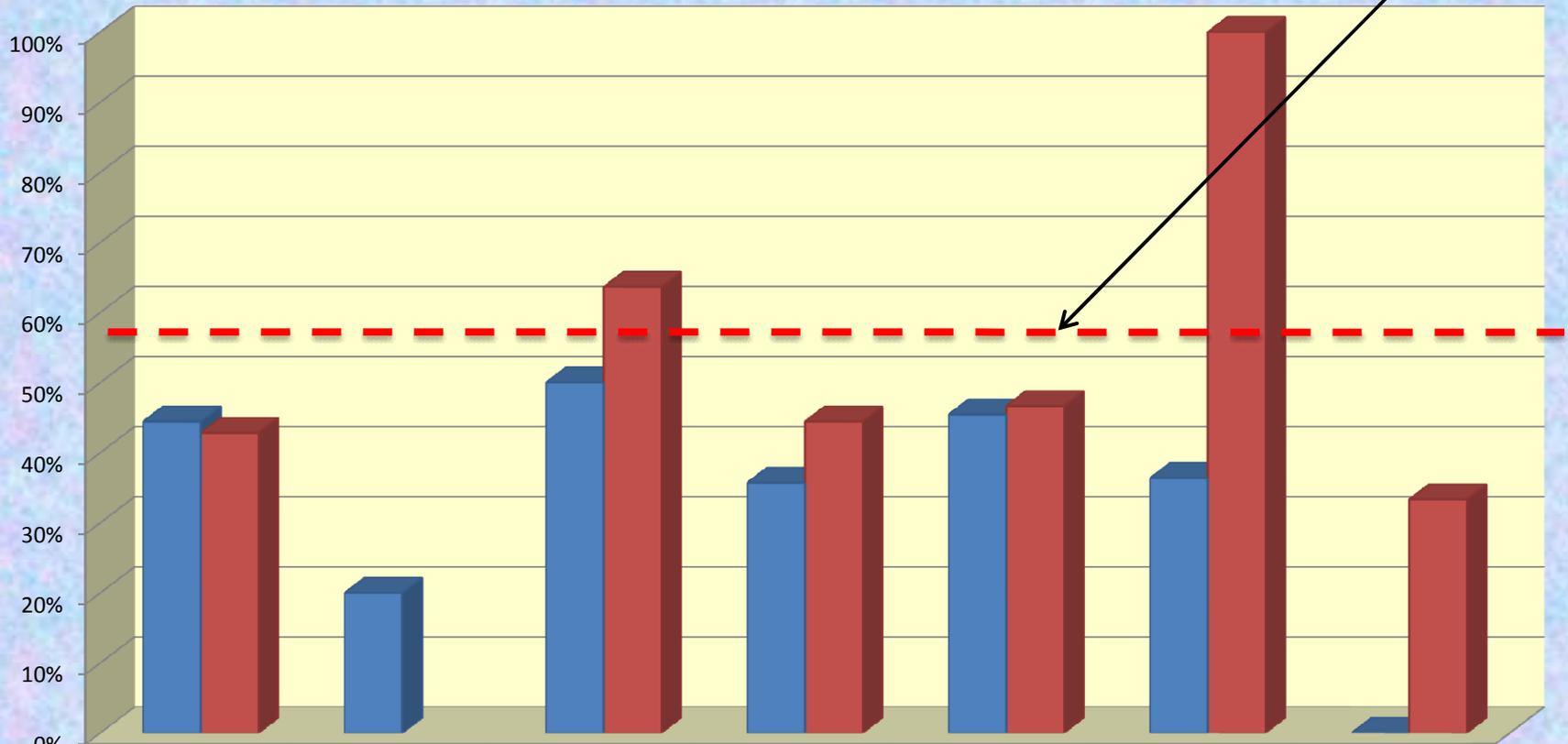
	VAMC, ALBANY	VAMC, BATAVIA	VAMC, BATH	VAMC, BUFFALO	VAMC, CANADAIGUA	VAMC, SYRACUSE	VISN 2
FY-09	43%	20%	44%	44%	40%	33%	67%
FY-10	43%	0%	27%	35%	63%	44%	33%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 2

55% Government-
Wide Average



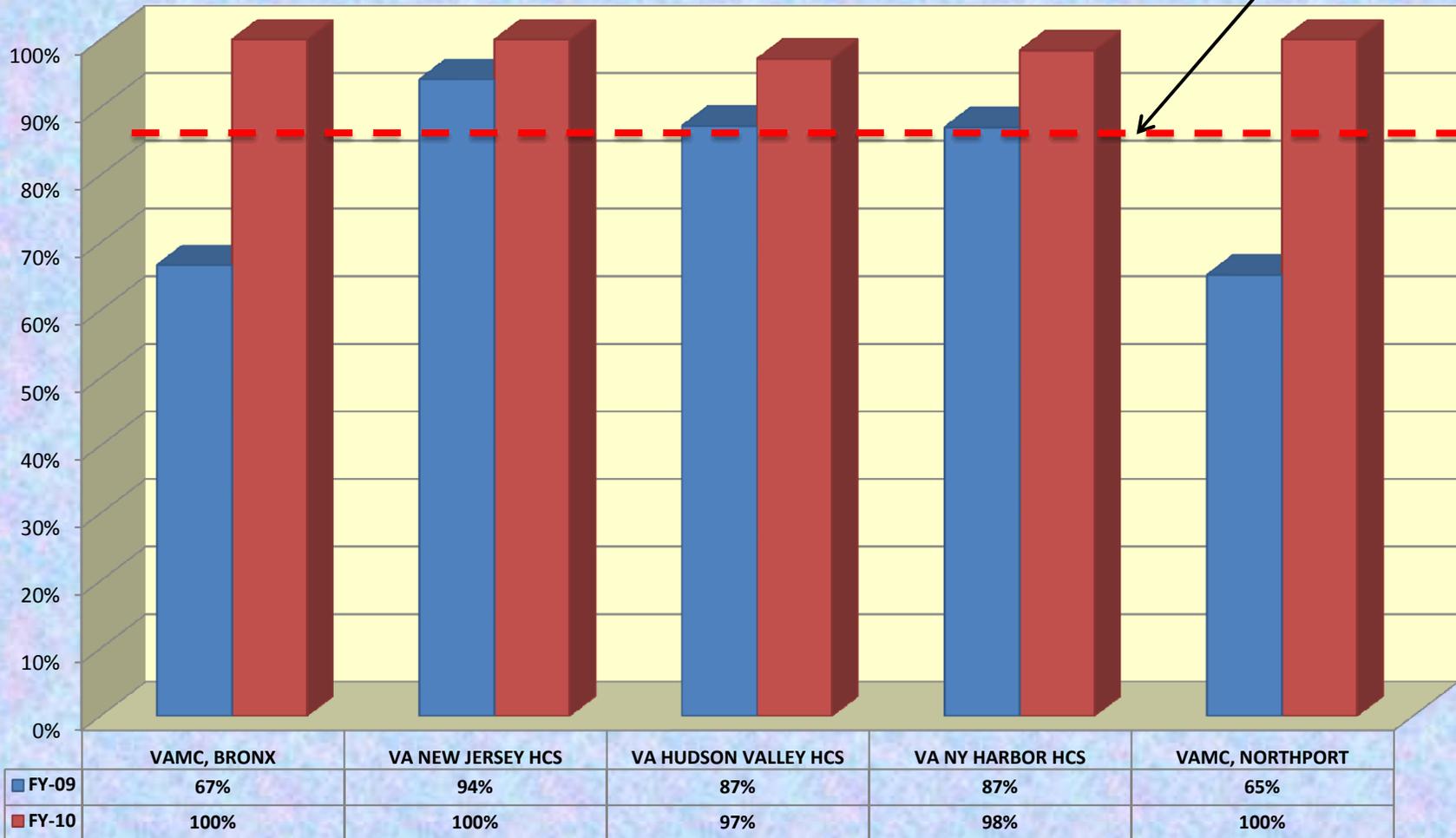
	VAMC, ALBANY	VAMC, BATAVIA	VAMC, BATH	VAMC, BUFFALO	VAMC, CANADAIGUA	VAMC, SYRACUSE	VISN 2
FY-09	44%	20%	50%	36%	45%	36%	0%
FY-10	43%	N/A	64%	44%	47%	100%	33%

Data Source: ADRTacker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 3

81% Government-Wide Average

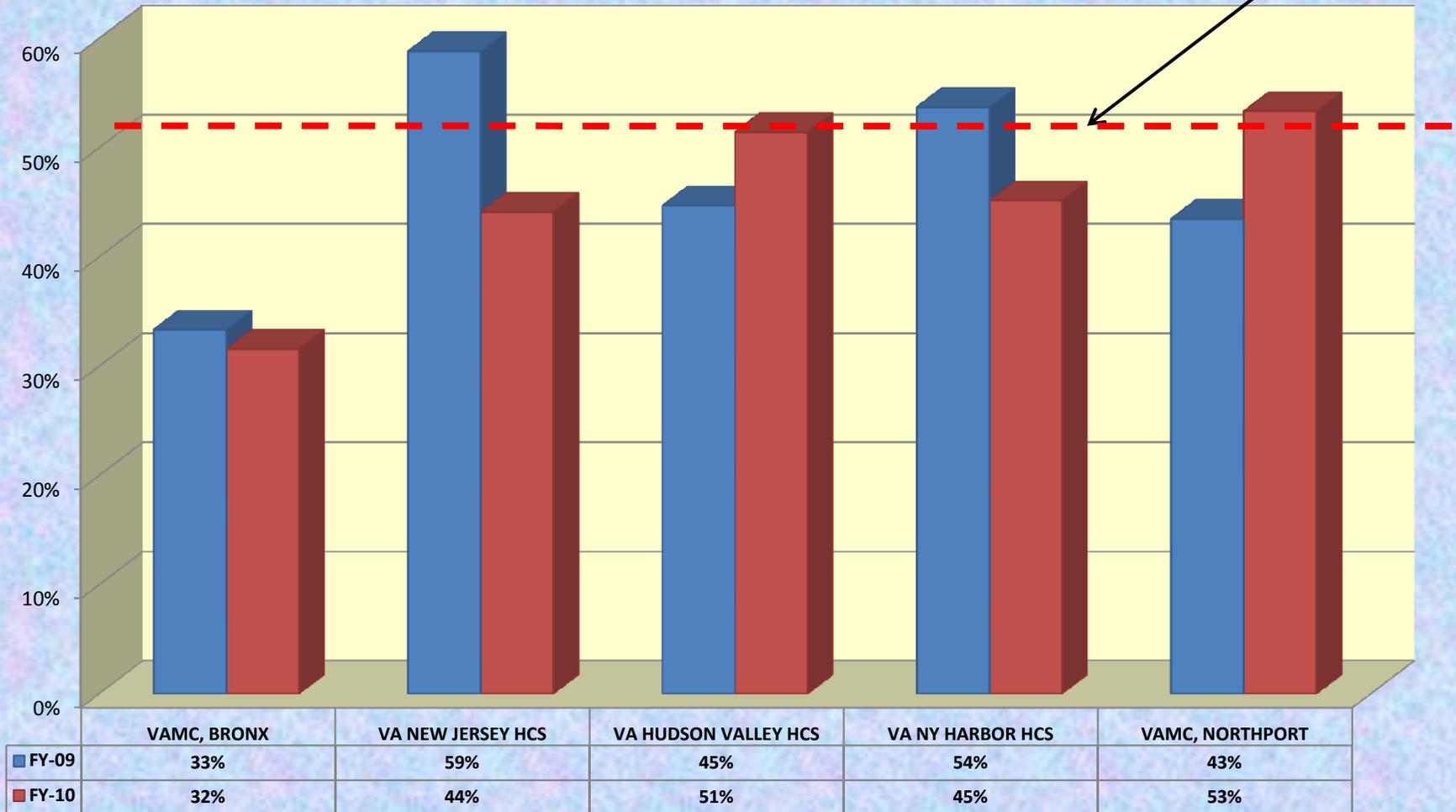


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 3

49% Government-Wide Average

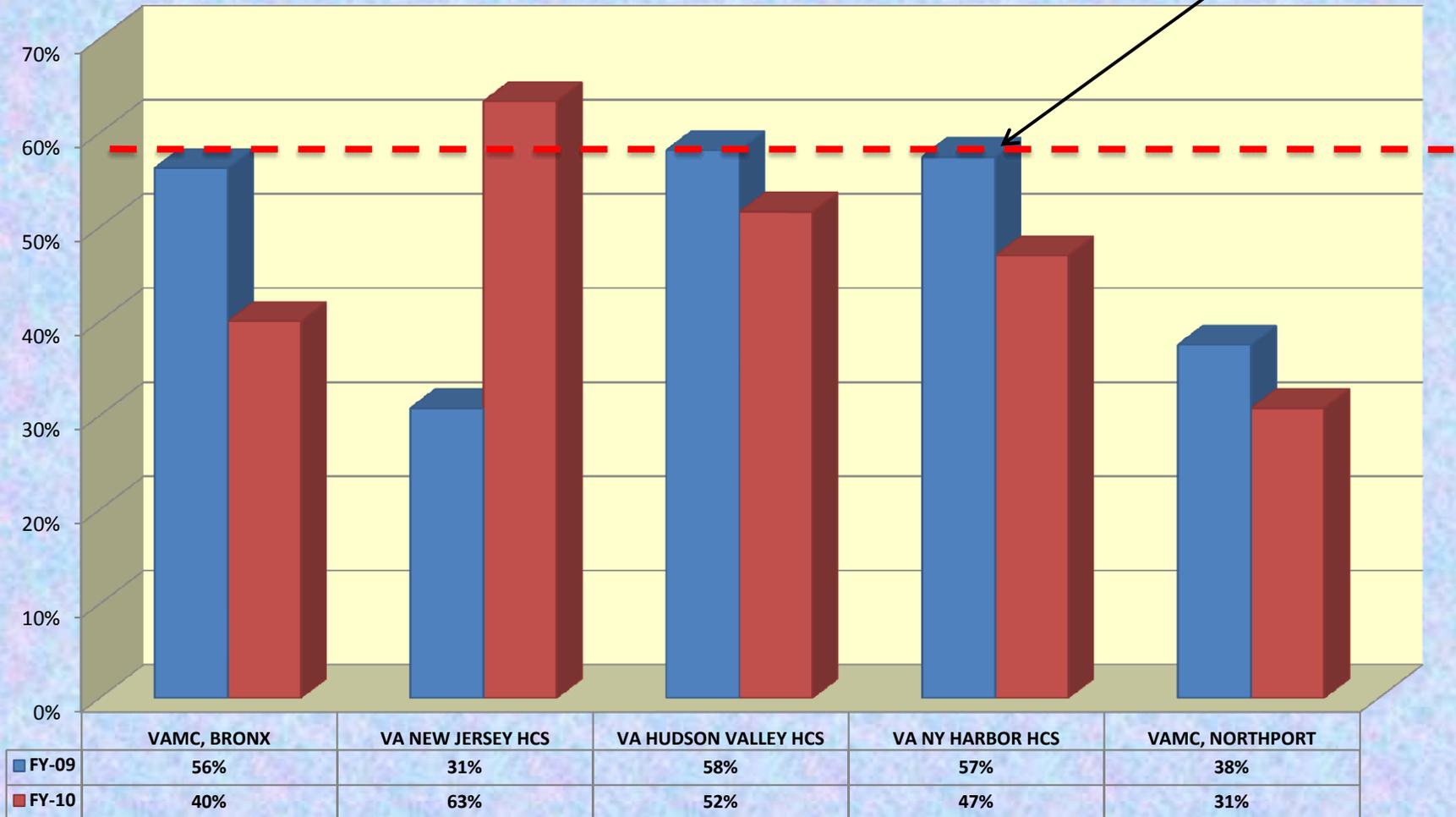


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 3

55% Government-Wide Average



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 4

81% Government-Wide Average

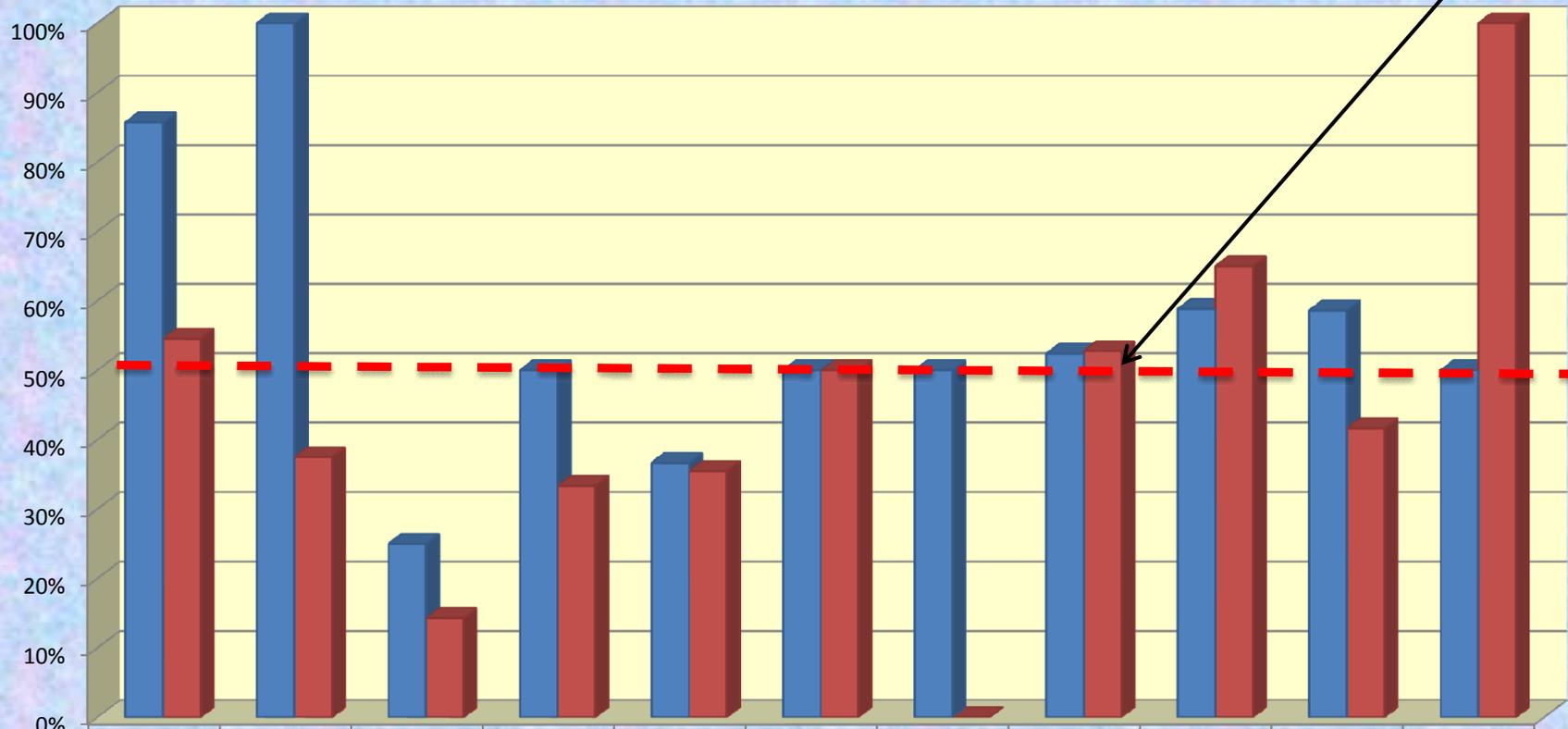


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 4

49% Government-Wide Average



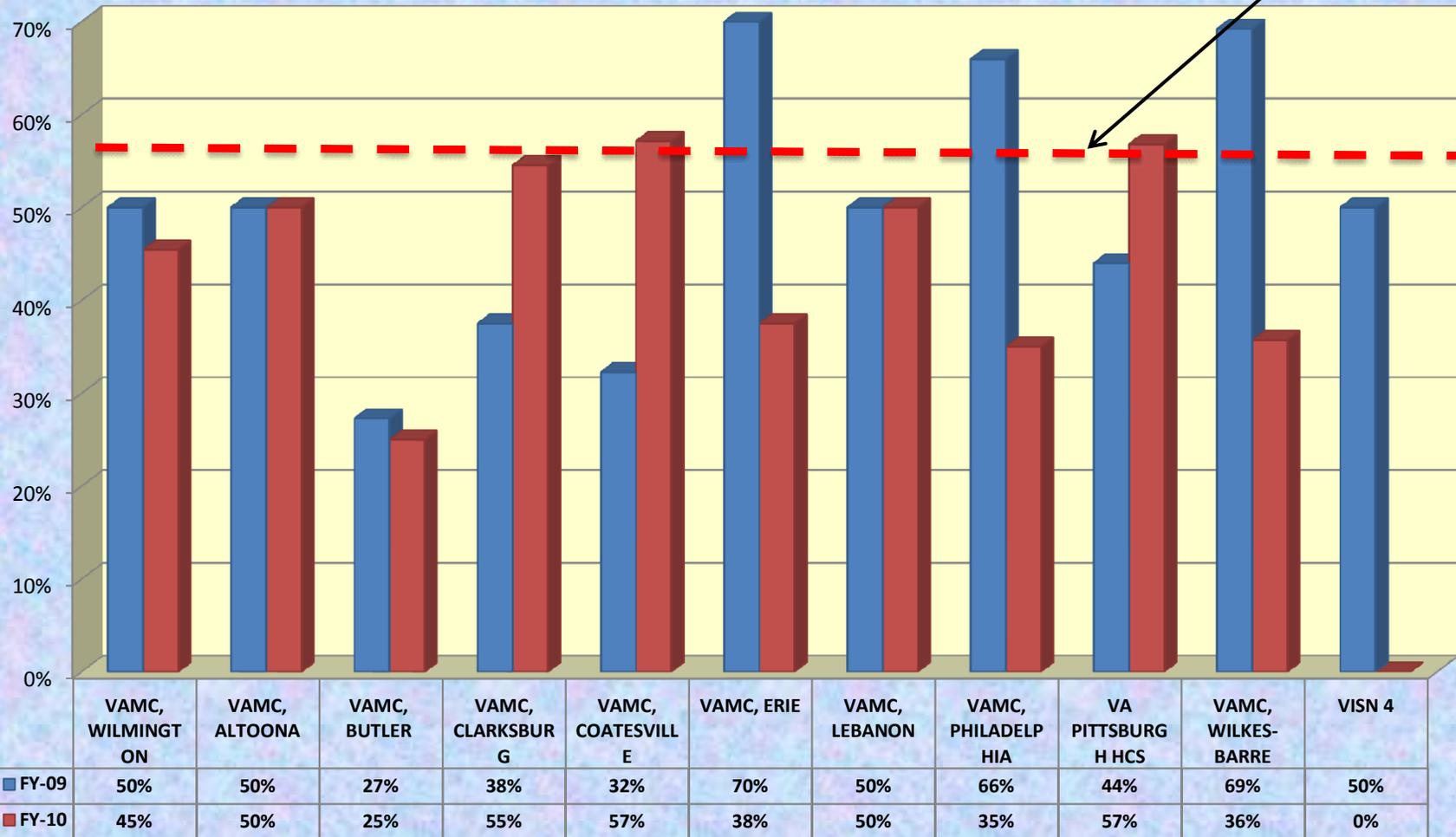
	VAMC, WILMINGT ON	VAMC, ALTOONA	VAMC, BUTLER	VAMC, CLARKSBUR G	VAMC, COATESVILL E	VAMC, ERIE	VAMC, LEBANON	VAMC, PHILADELP HIA	VA PITTSBURG H HCS	VAMC, WILKES- BARRE	VISN 4
FY-09	86%	100%	25%	50%	37%	50%	50%	52%	59%	59%	50%
FY-10	55%	38%	14%	33%	35%	50%	0%	53%	65%	42%	100%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 4

55% Government-Wide Average

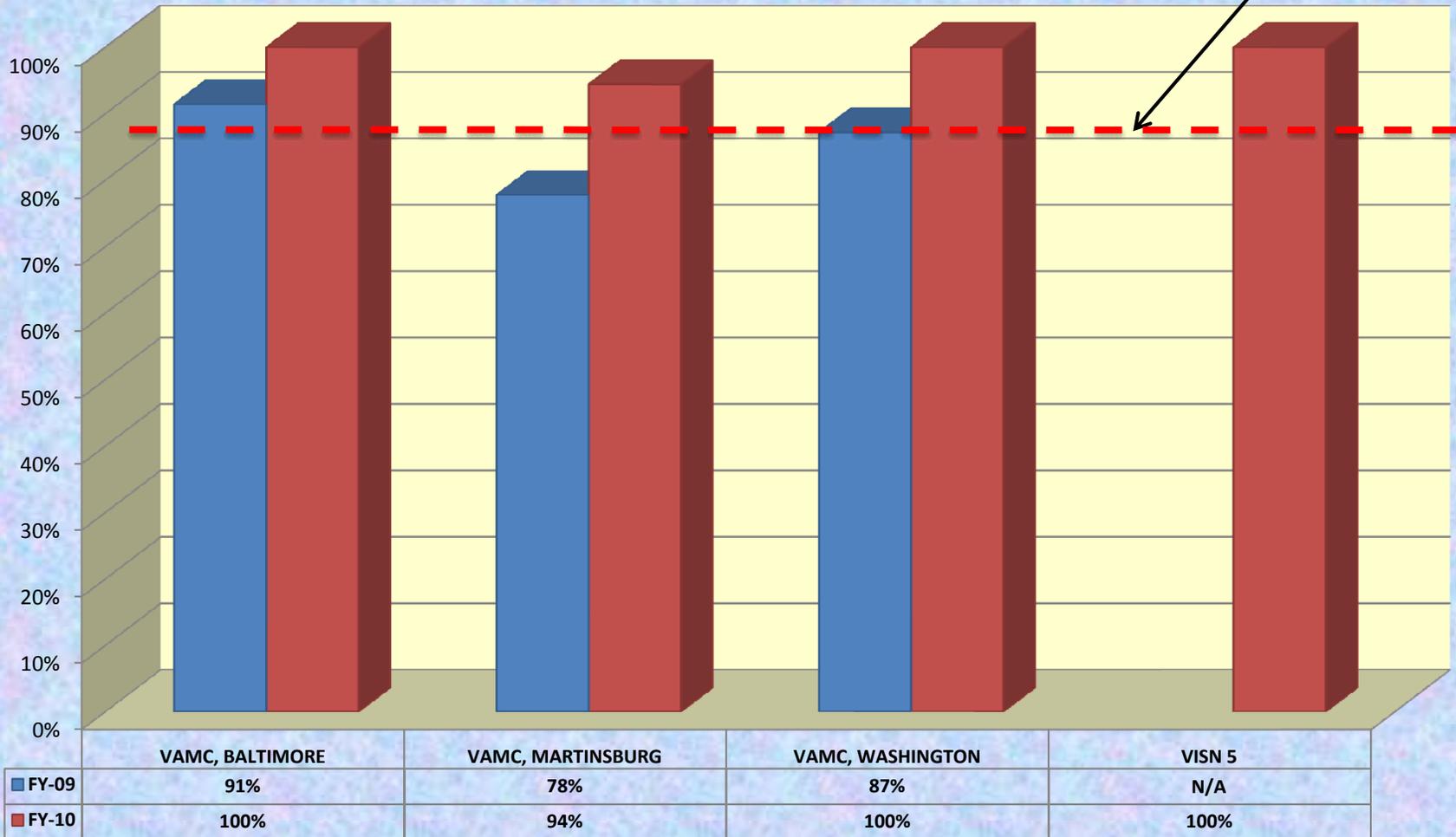


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 5

81% Government-Wide Average

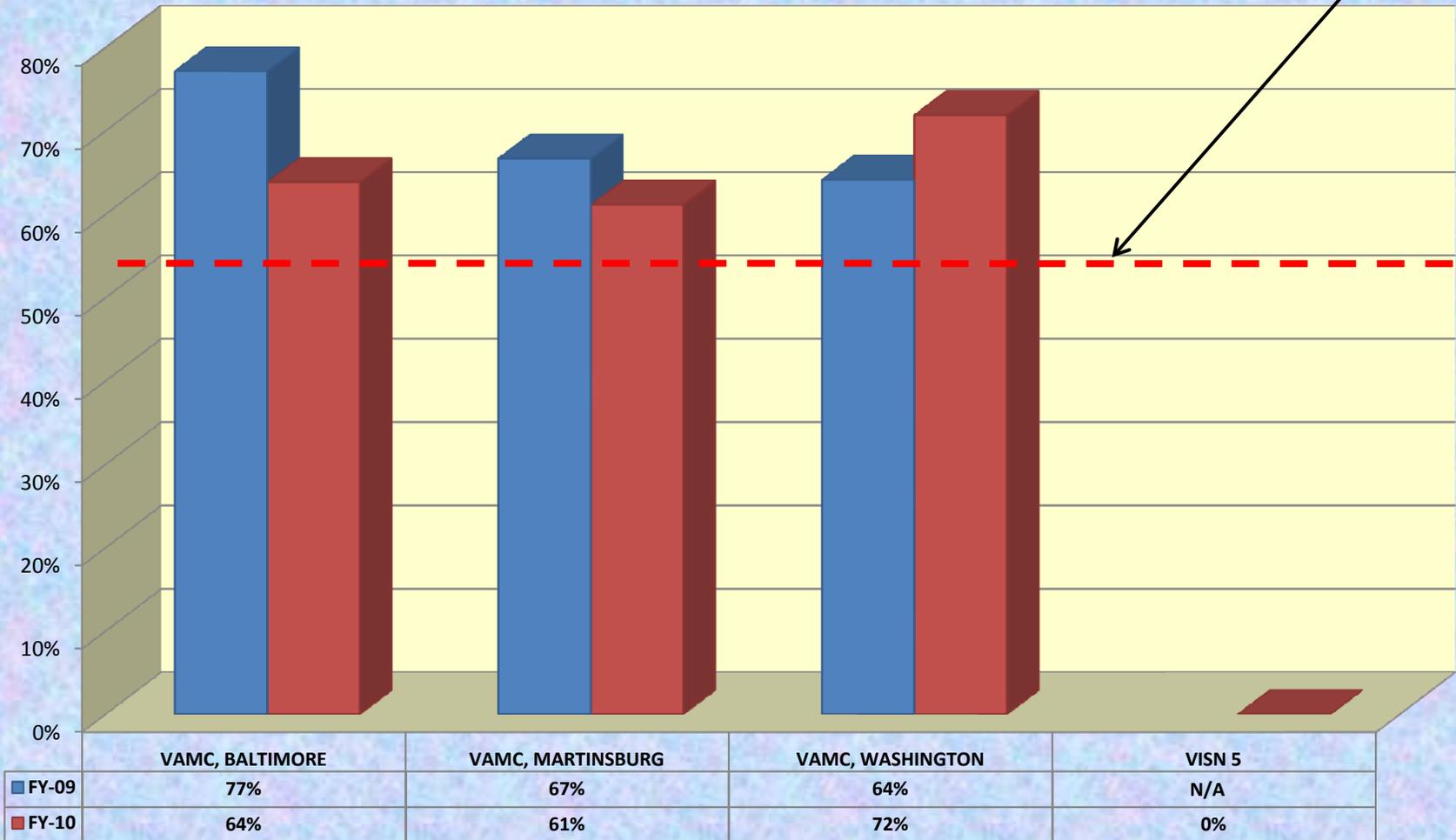


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 5

49% Government-Wide Average

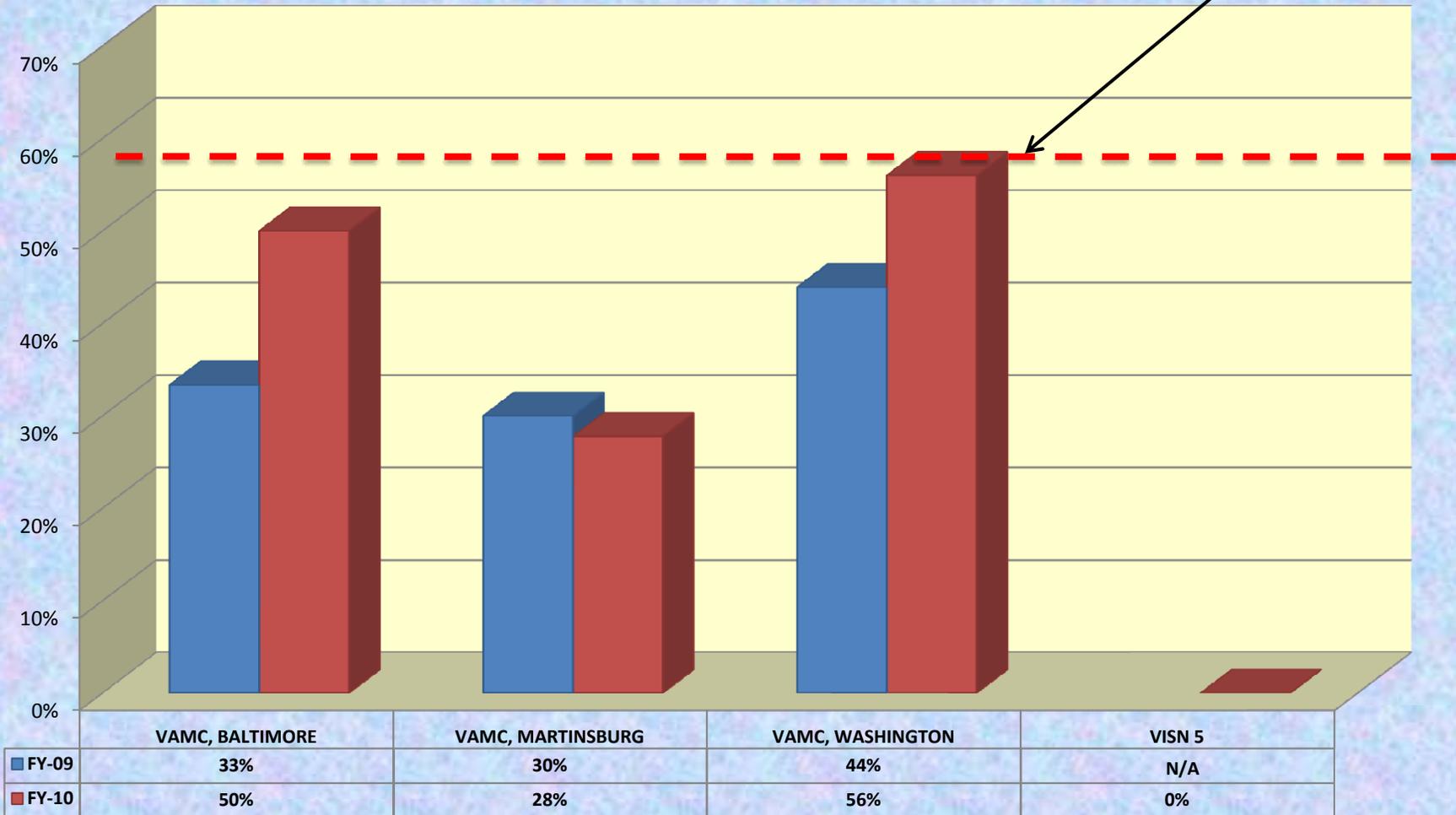


Data Source: ADRTacker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 5

55% Government-Wide Average

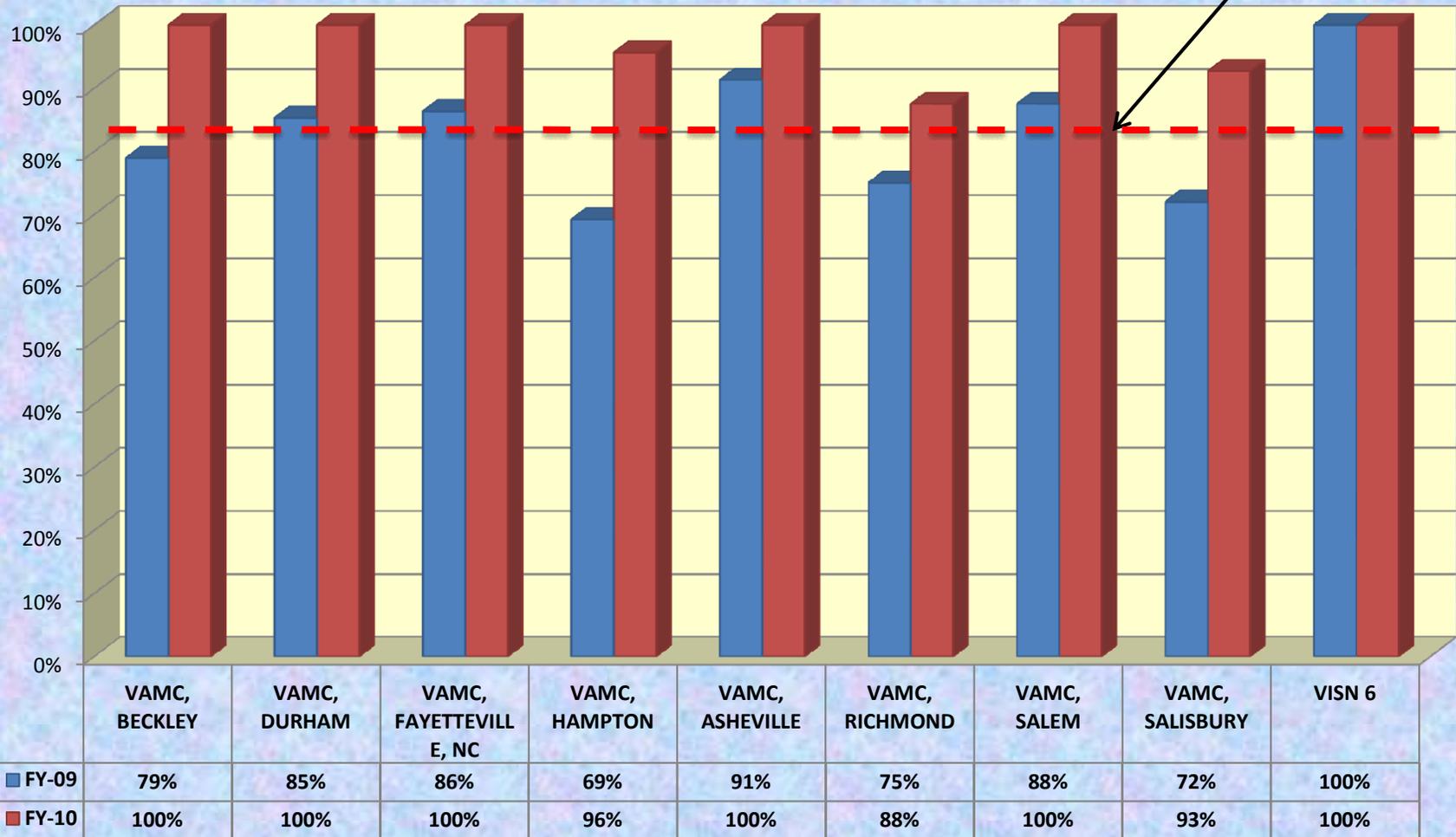


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 6

81% Government-Wide Average

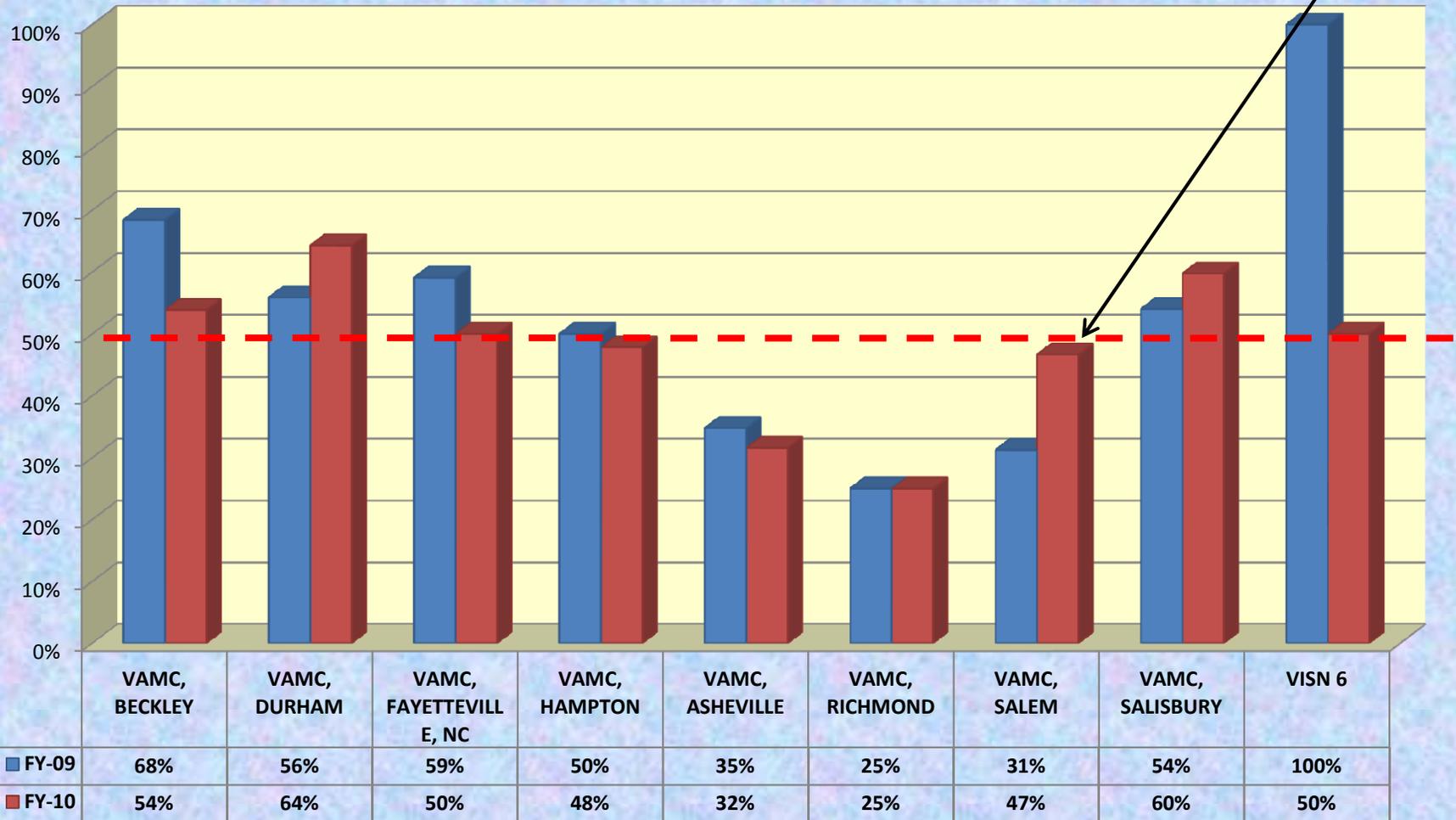


Data Source: ADRTacker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 6

49% Government-Wide Average

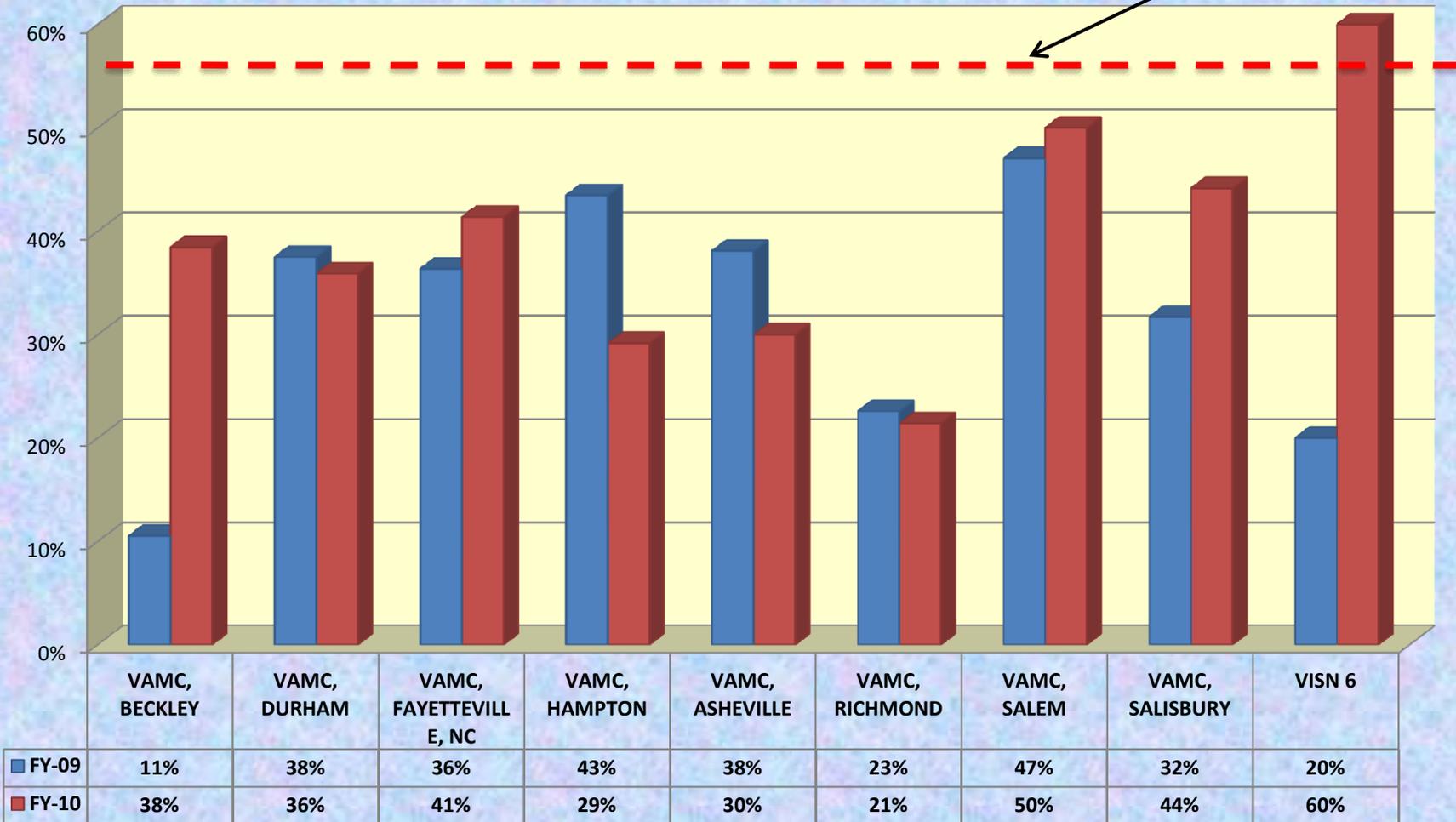


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 6

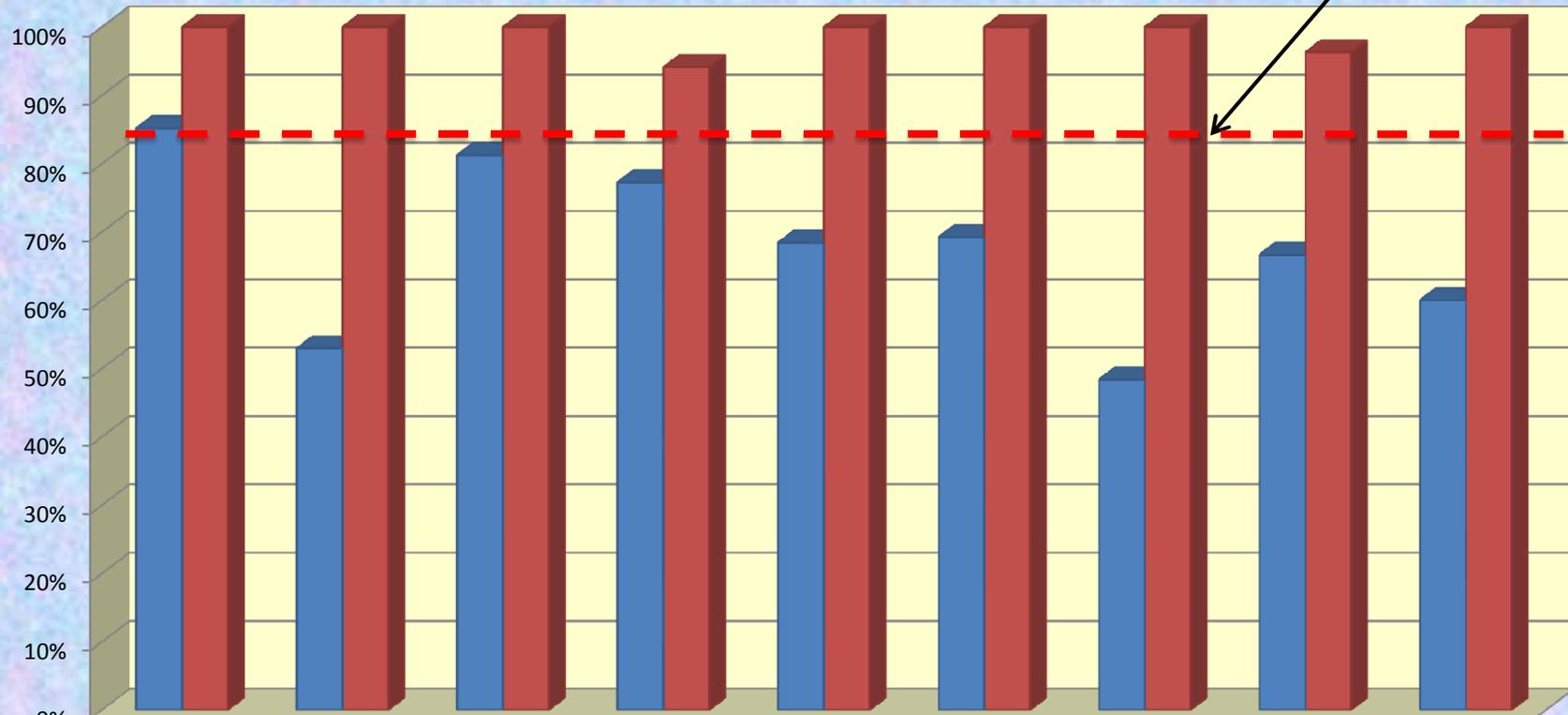
55% Government-Wide Average



FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 7

81% Government-Wide Average

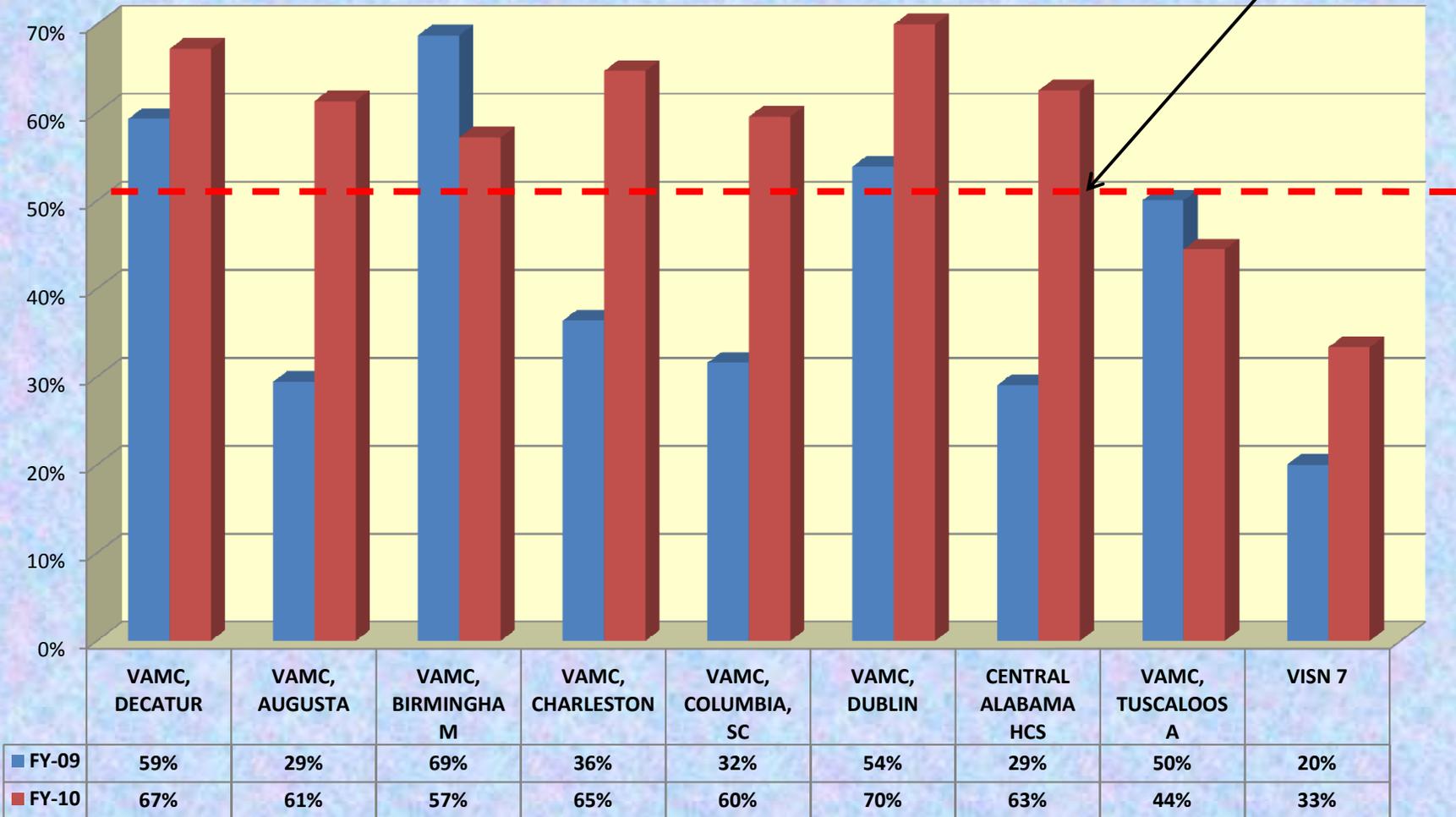


	VAMC, DECATUR	VAMC, AUGUSTA	VAMC, BIRMINGHAM	VAMC, CHARLESTON	VAMC, COLUMBIA, SC	VAMC, DUBLIN	CENTRAL ALABAMA HCS	VAMC, TUSCALOOSA	VISN 7
FY-09	85%	53%	81%	77%	68%	69%	48%	67%	60%
FY-10	100%	100%	100%	94%	100%	100%	100%	96%	100%

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 7

49% Government-Wide Average

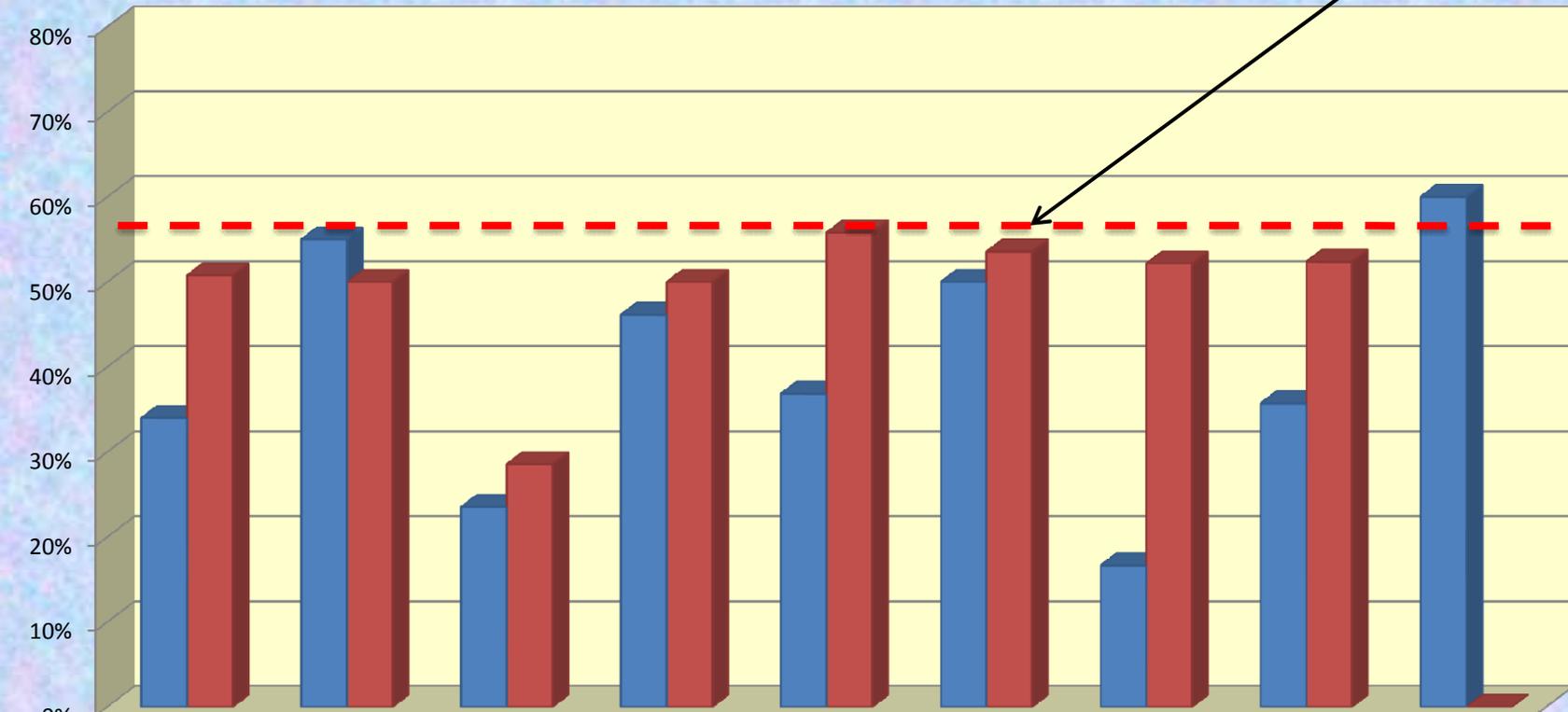


Data Source: ADRTacker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 7

55% Government-Wide Average

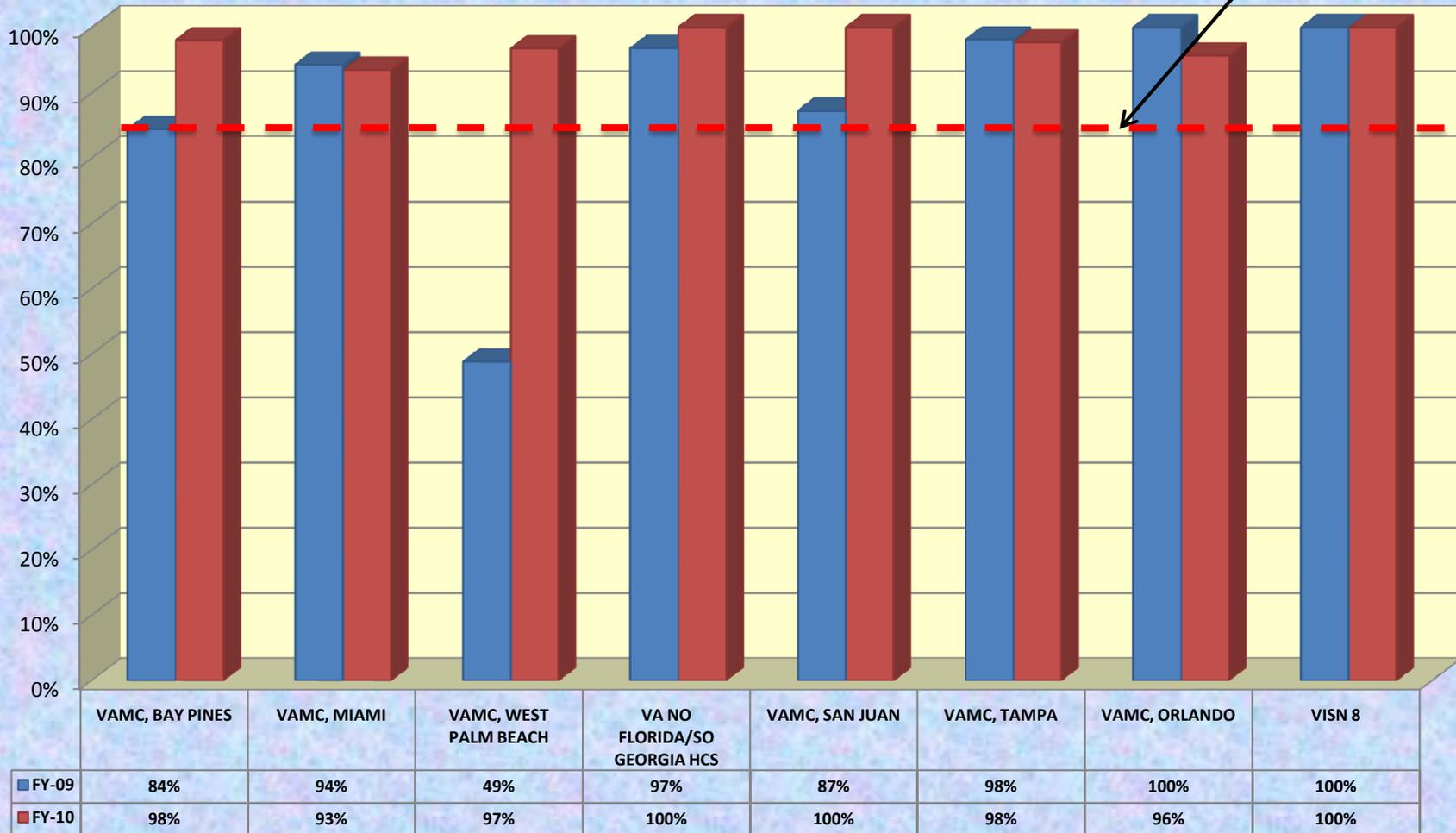


	VAMC, DECATUR	VAMC, AUGUSTA	VAMC, BIRMINGHAM	VAMC, CHARLESTON	VAMC, COLUMBIA, SC	VAMC, DUBLIN	CENTRAL ALABAMA HCS	VAMC, TUSCALOOSA	VISN 7
FY-09	34%	55%	24%	46%	37%	50%	17%	36%	60%
FY-10	51%	50%	29%	50%	56%	54%	52%	52%	0%

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 8

81% Government-Wide Average

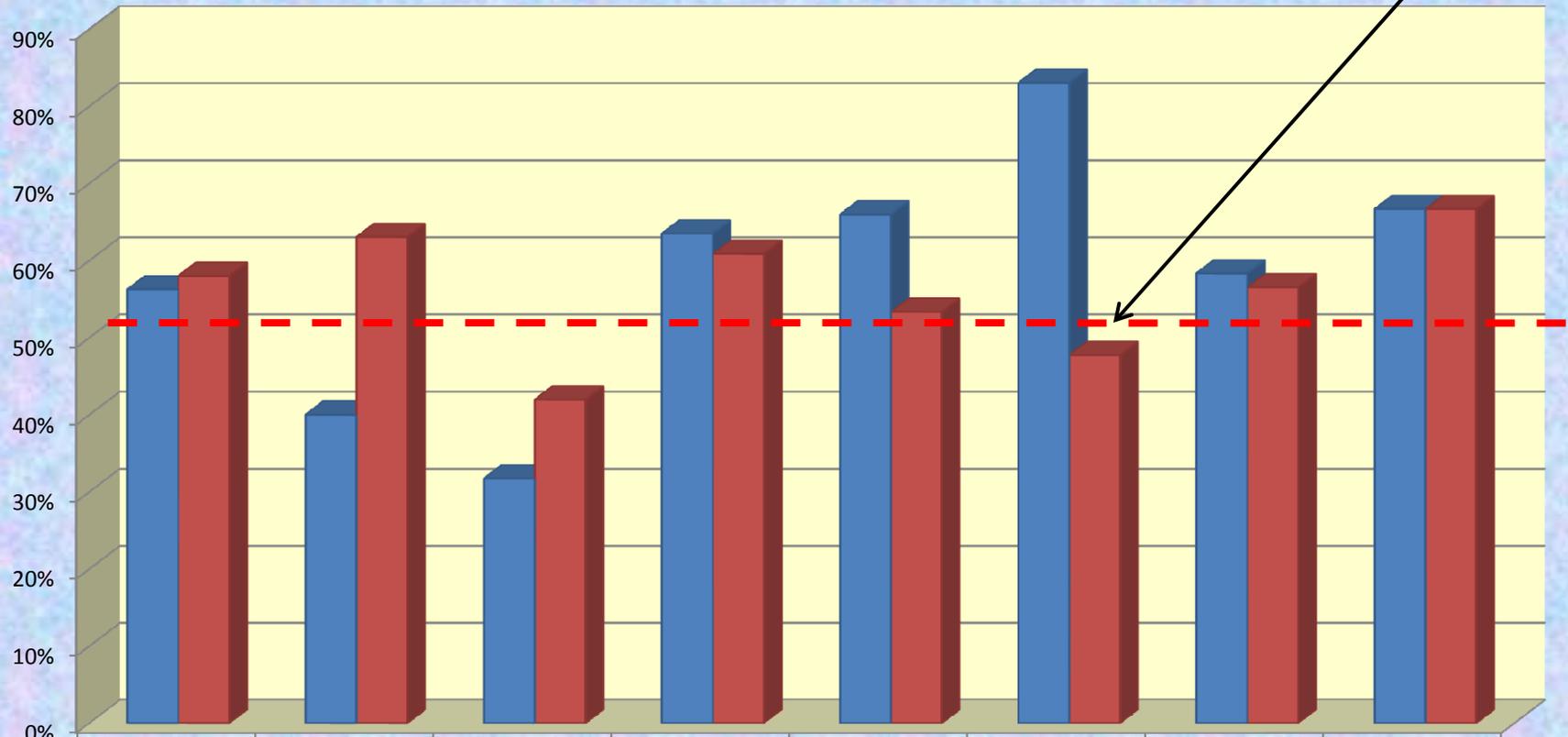


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 8

49% Government-Wide Average



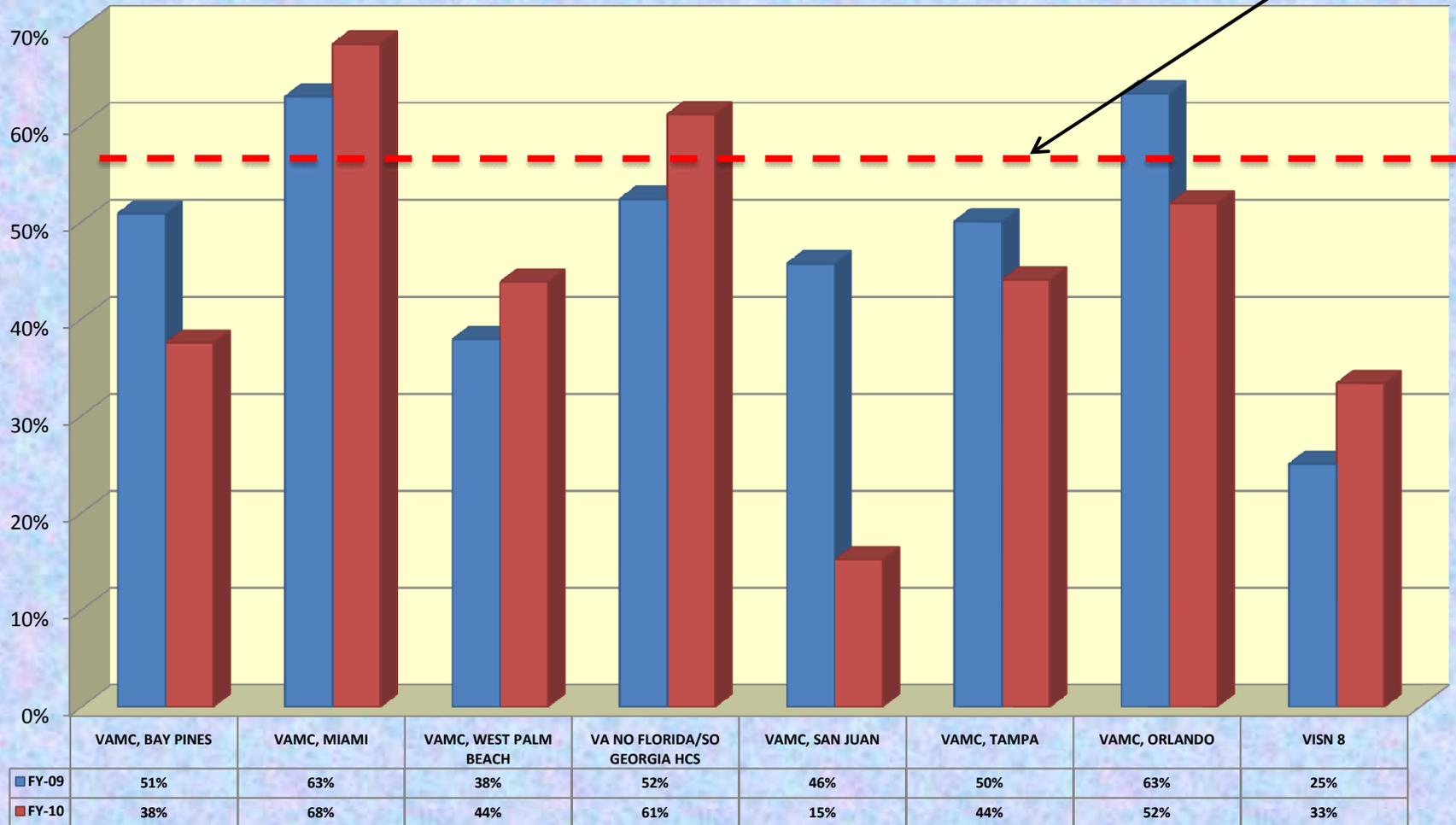
	VAMC, BAY PINES	VAMC, MIAMI	VAMC, WEST PALM BEACH	VA NO FLORIDA/SO GEORGIA HCS	VAMC, SAN JUAN	VAMC, TAMPA	VAMC, ORLANDO	VISN 8
FY-09	56%	40%	32%	63%	66%	83%	58%	67%
FY-10	58%	63%	42%	61%	53%	48%	57%	67%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 8

55% Government-Wide Average

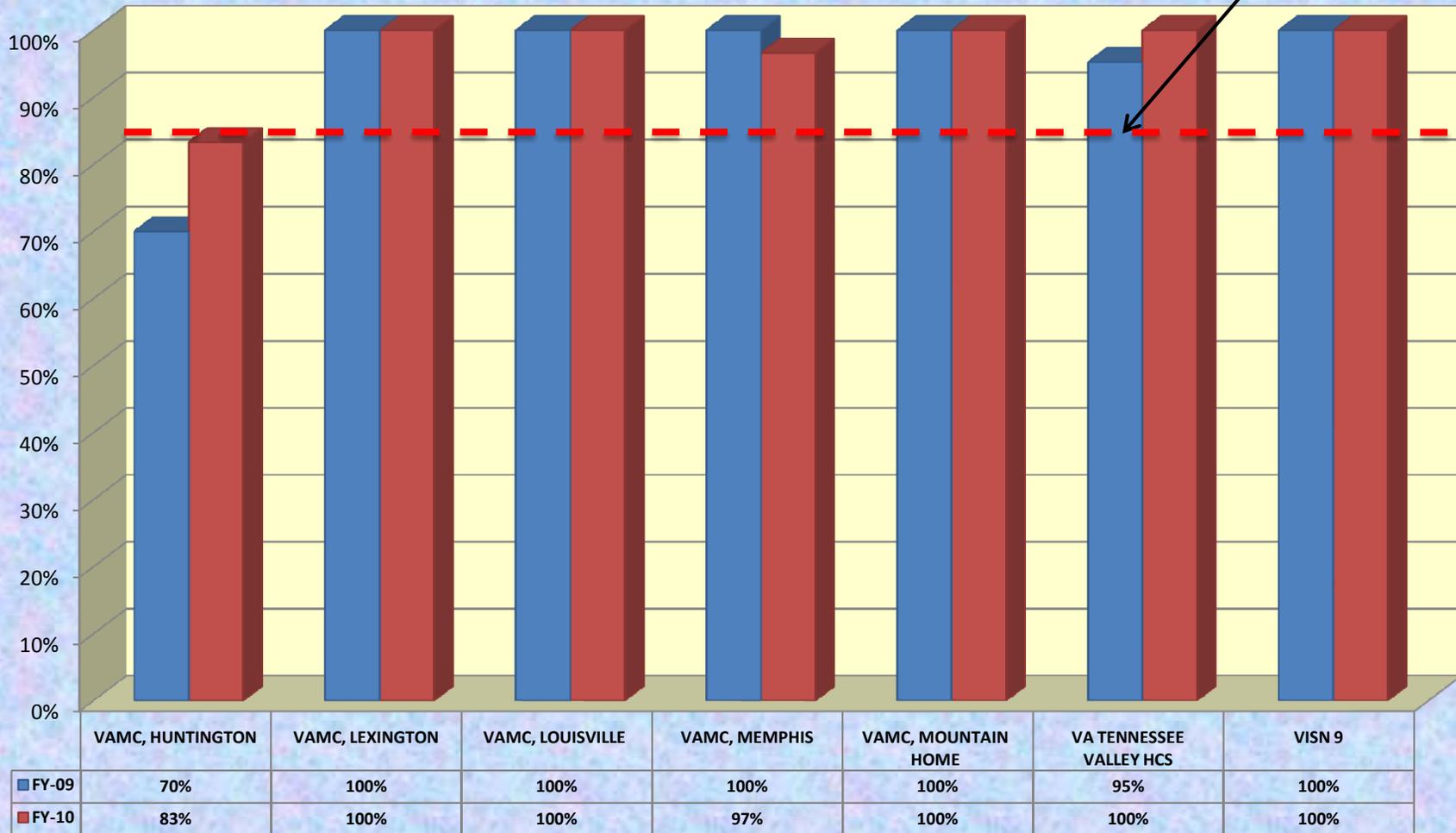


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 9

81% Government-Wide Average

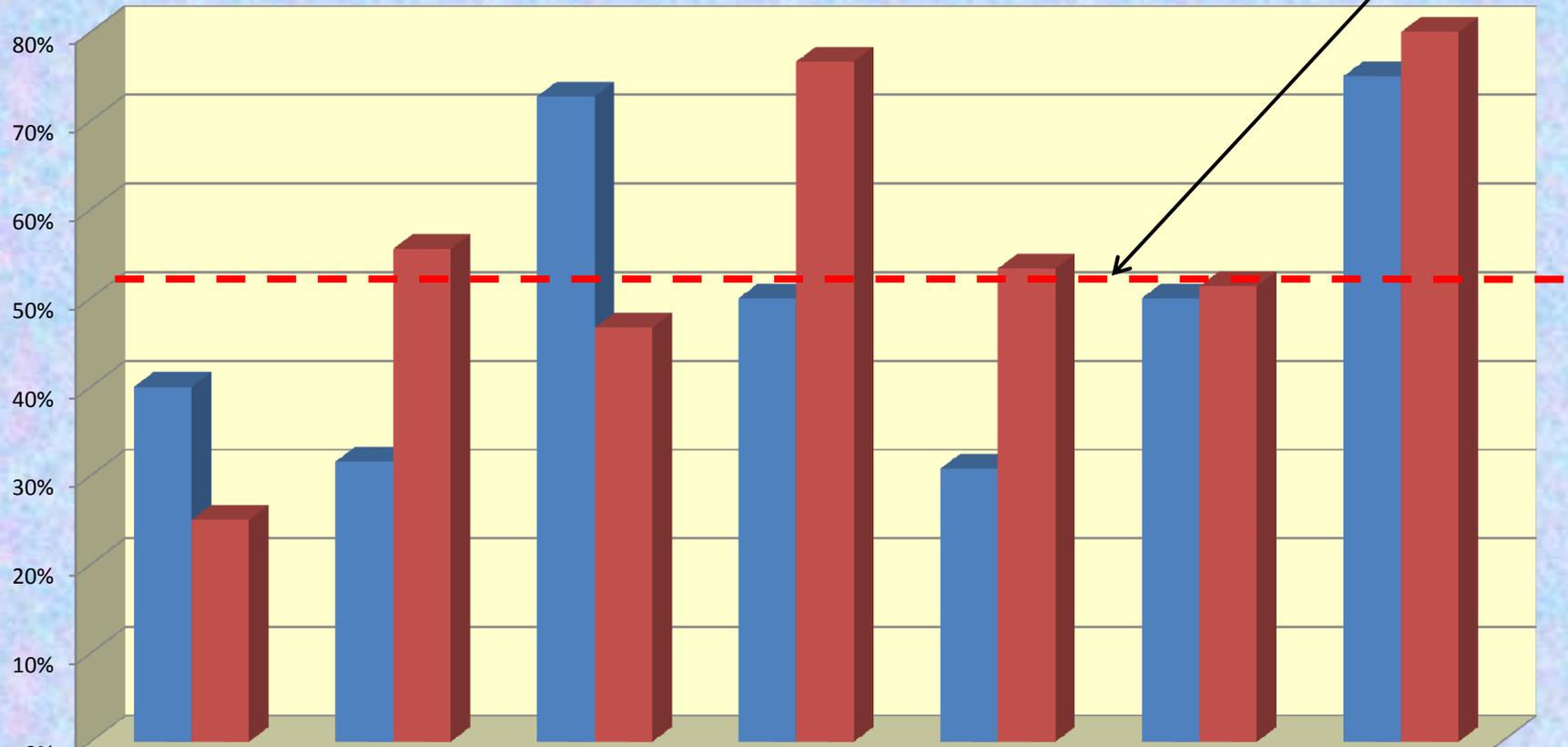


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 9

49% Government-Wide Average



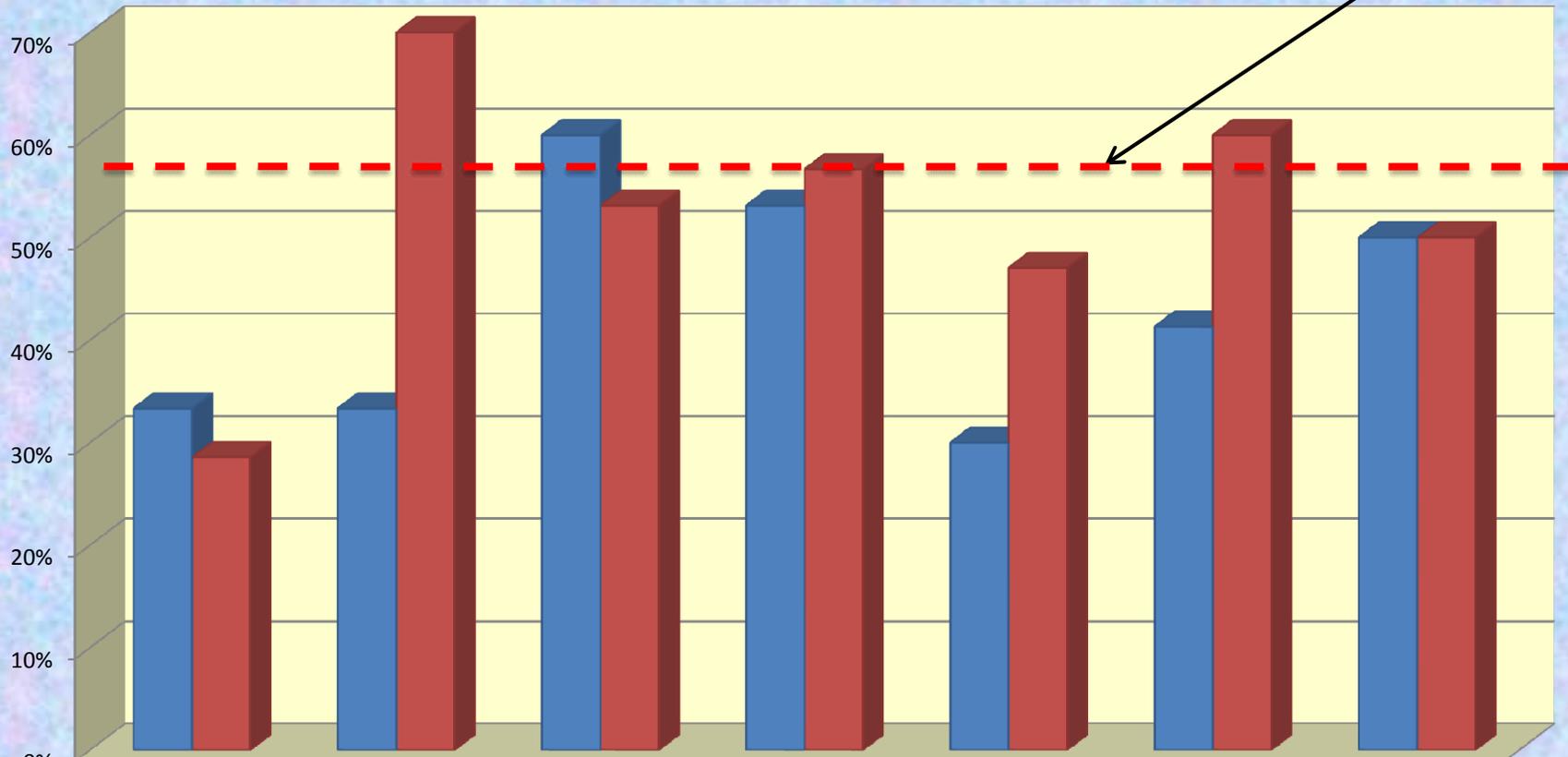
	VAMC, HUNTINGTON	VAMC, LEXINGTON	VAMC, LOUISVILLE	VAMC, MEMPHIS	VAMC, MOUNTAIN HOME	VA TENNESSEE VALLEY HCS	VISN 9
■ FY-09	40%	32%	73%	50%	31%	50%	75%
■ FY-10	25%	56%	47%	77%	53%	51%	80%

Data Source: ADTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 9

55% Government-Wide Average

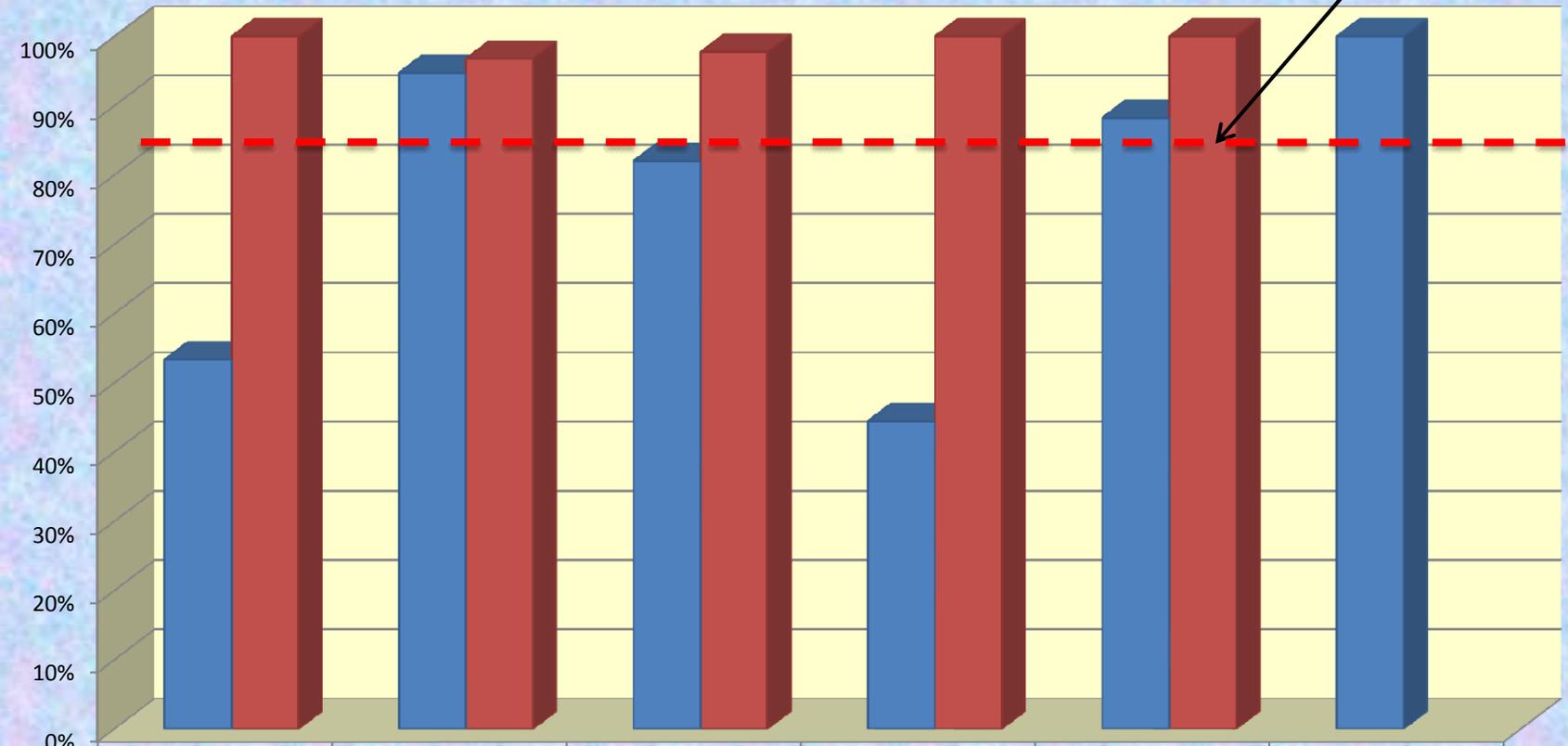


	VAMC, HUNTINGTON	VAMC, LEXINGTON	VAMC, LOUISVILLE	VAMC, MEMPHIS	VAMC, MOUNTAIN HOME	VA TENNESSEE VALLEY HCS	VISN 9
FY-09	33%	33%	60%	53%	30%	41%	50%
FY-10	29%	70%	53%	57%	47%	60%	50%

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 10

81% Government-Wide Average

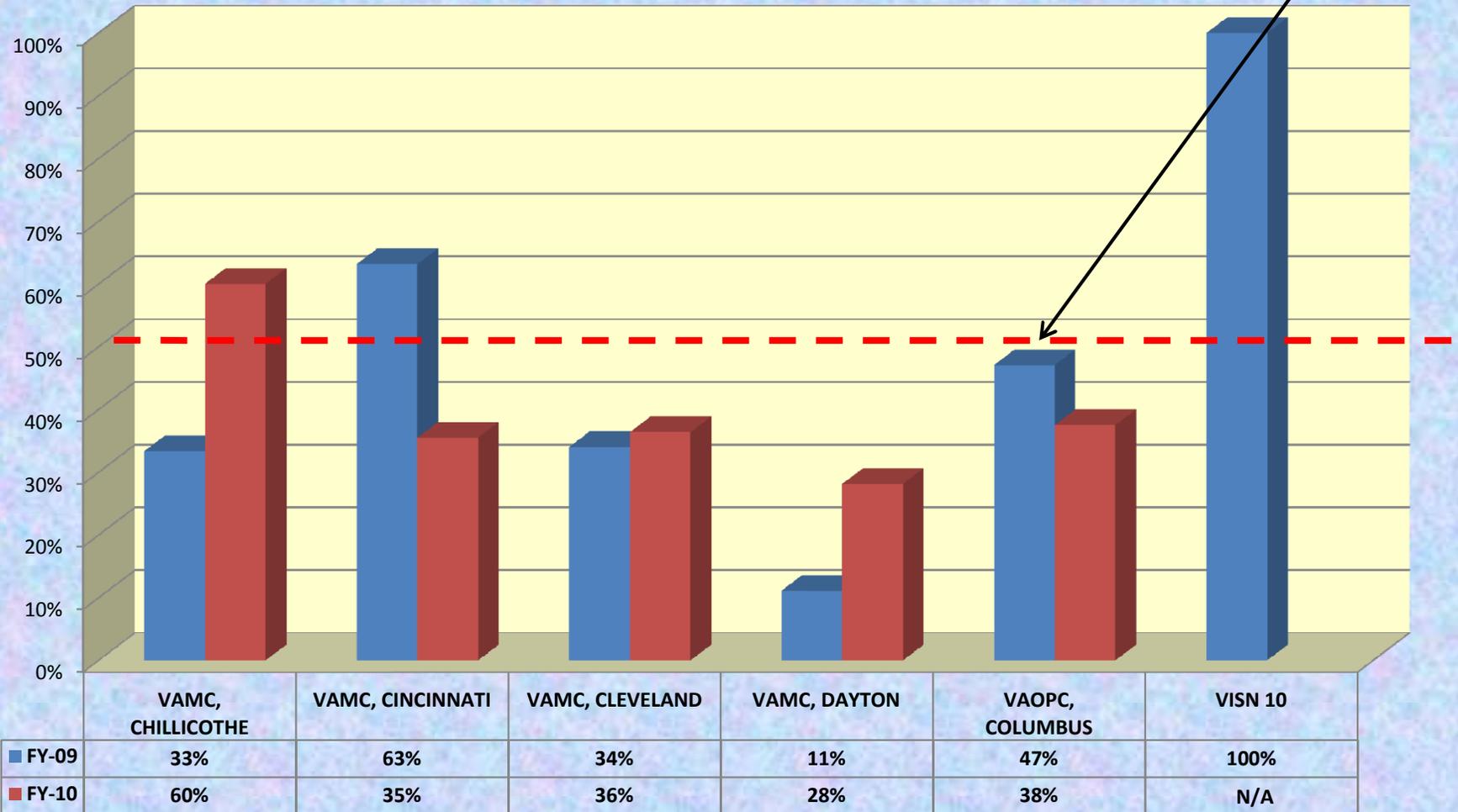


	VAMC, CHILLICOTHE	VAMC, CINCINNATI	VAMC, CLEVELAND	VAMC, DAYTON	VAOPC, COLUMBUS	VISN 10
FY-09	53%	95%	82%	44%	88%	100%
FY-10	100%	97%	98%	100%	100%	N/A

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 10

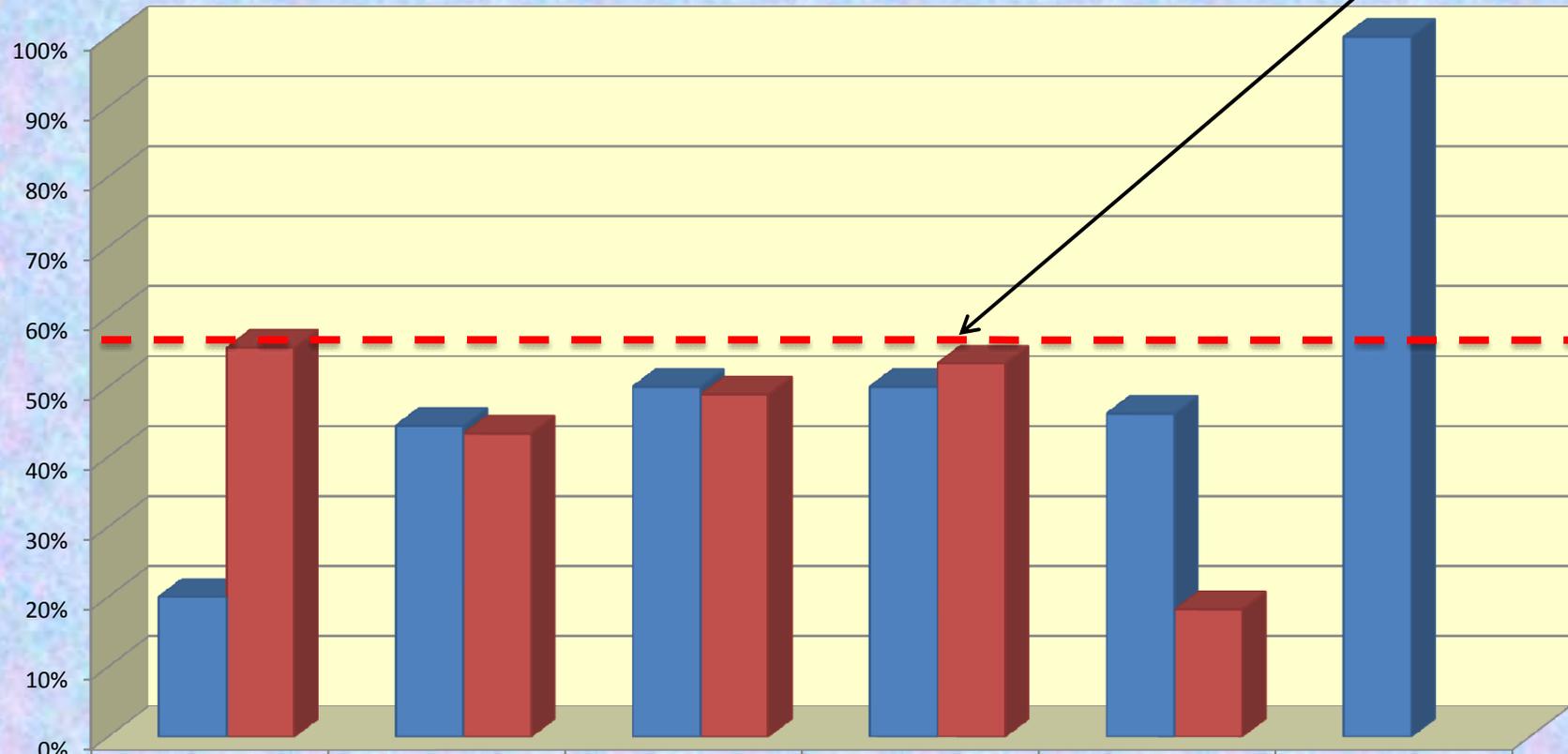


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 10

55% Government-Wide Average

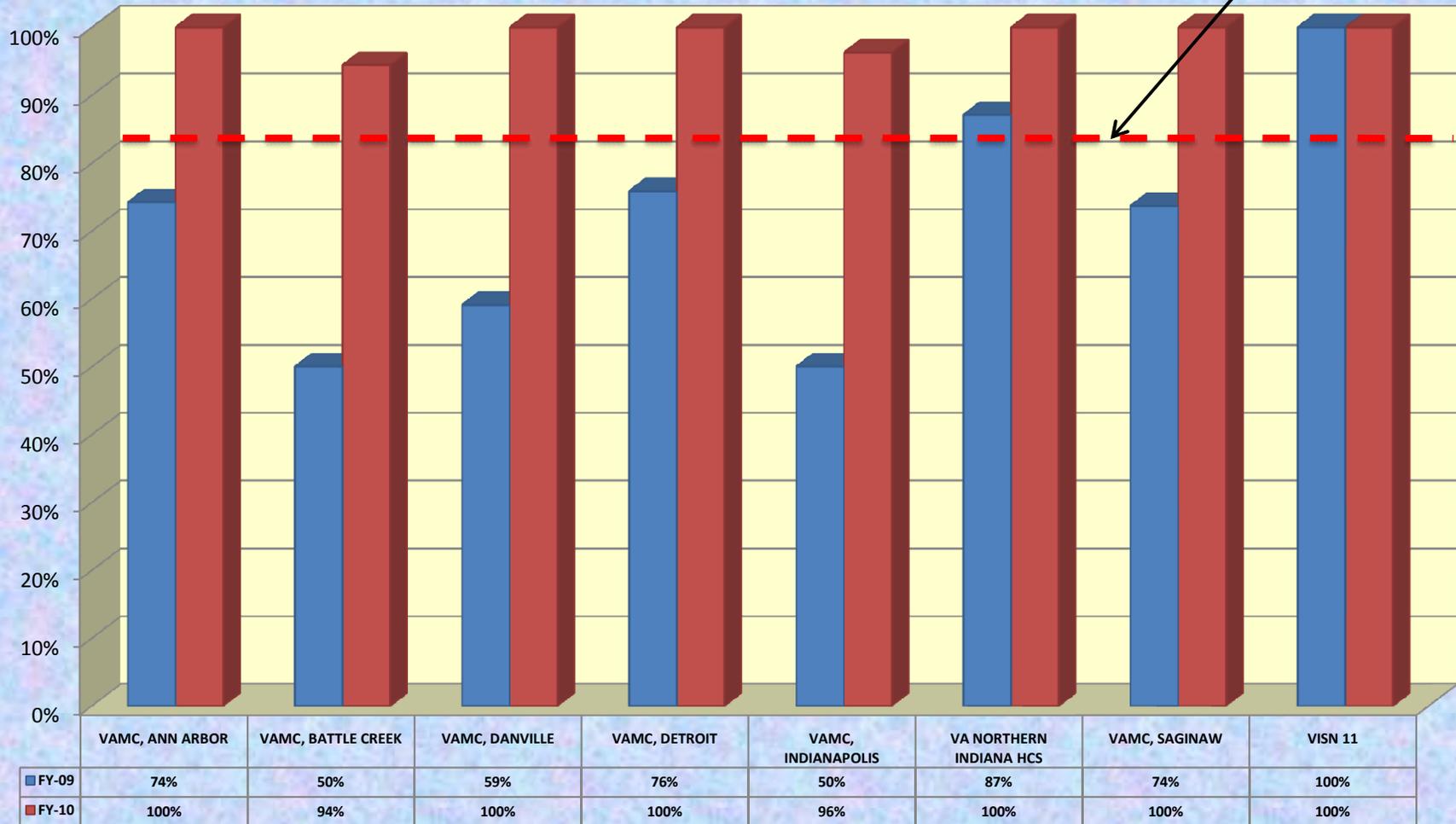


	VAMC, CHILLICOTHE	VAMC, CINCINNATI	VAMC, CLEVELAND	VAMC, DAYTON	VAOPC, COLUMBUS	VISN 10
■ FY-09	20%	44%	50%	50%	46%	100%
■ FY-10	56%	43%	49%	53%	18%	N/A

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 11

81% Government-Wide Average

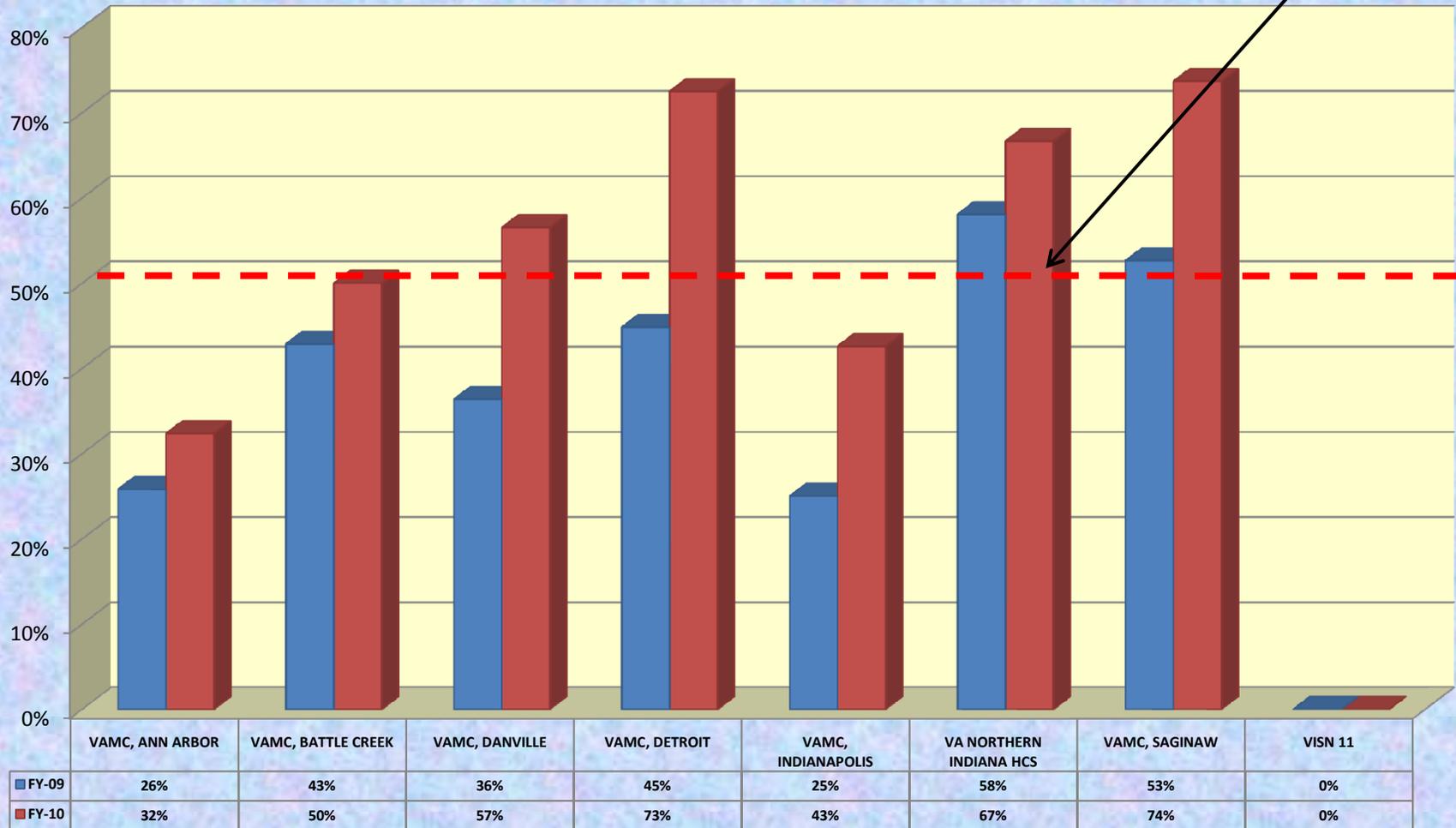


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 11

49% Government-Wide Average

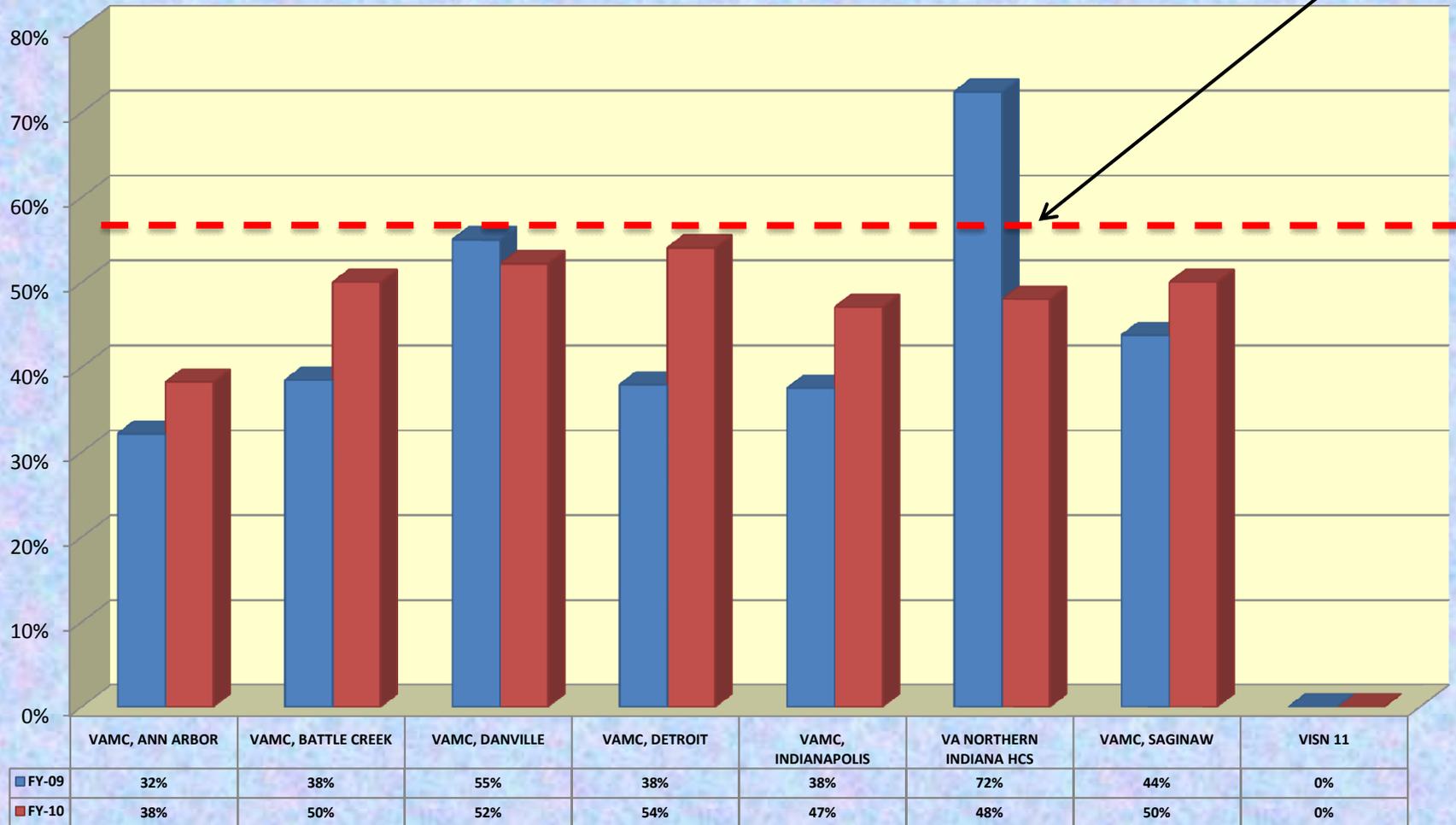


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 11

55% Government-Wide Average

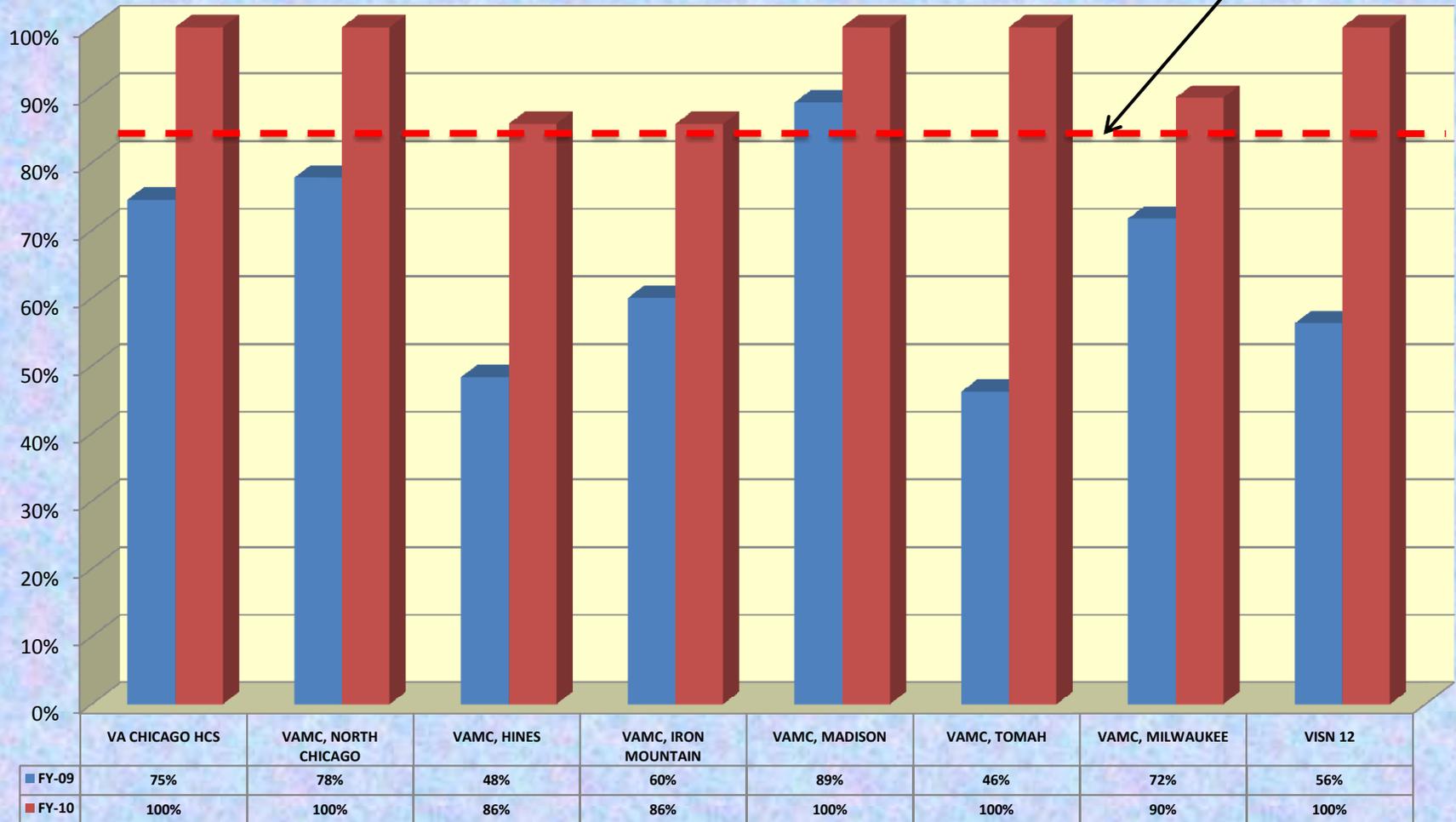


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 12

81% Government-Wide Average



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 12

49% Government-Wide Average

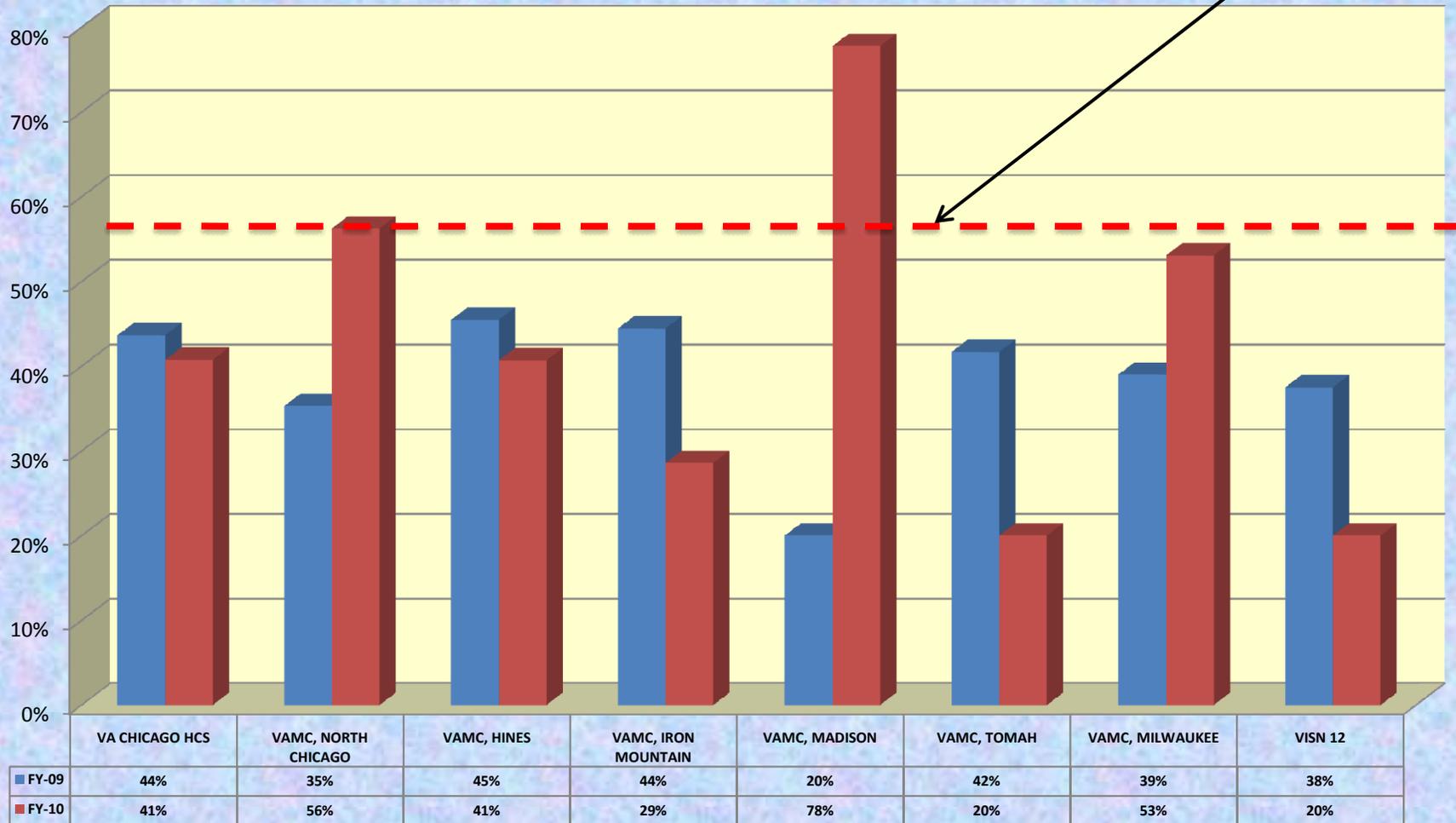


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 12

55% Government-Wide Average

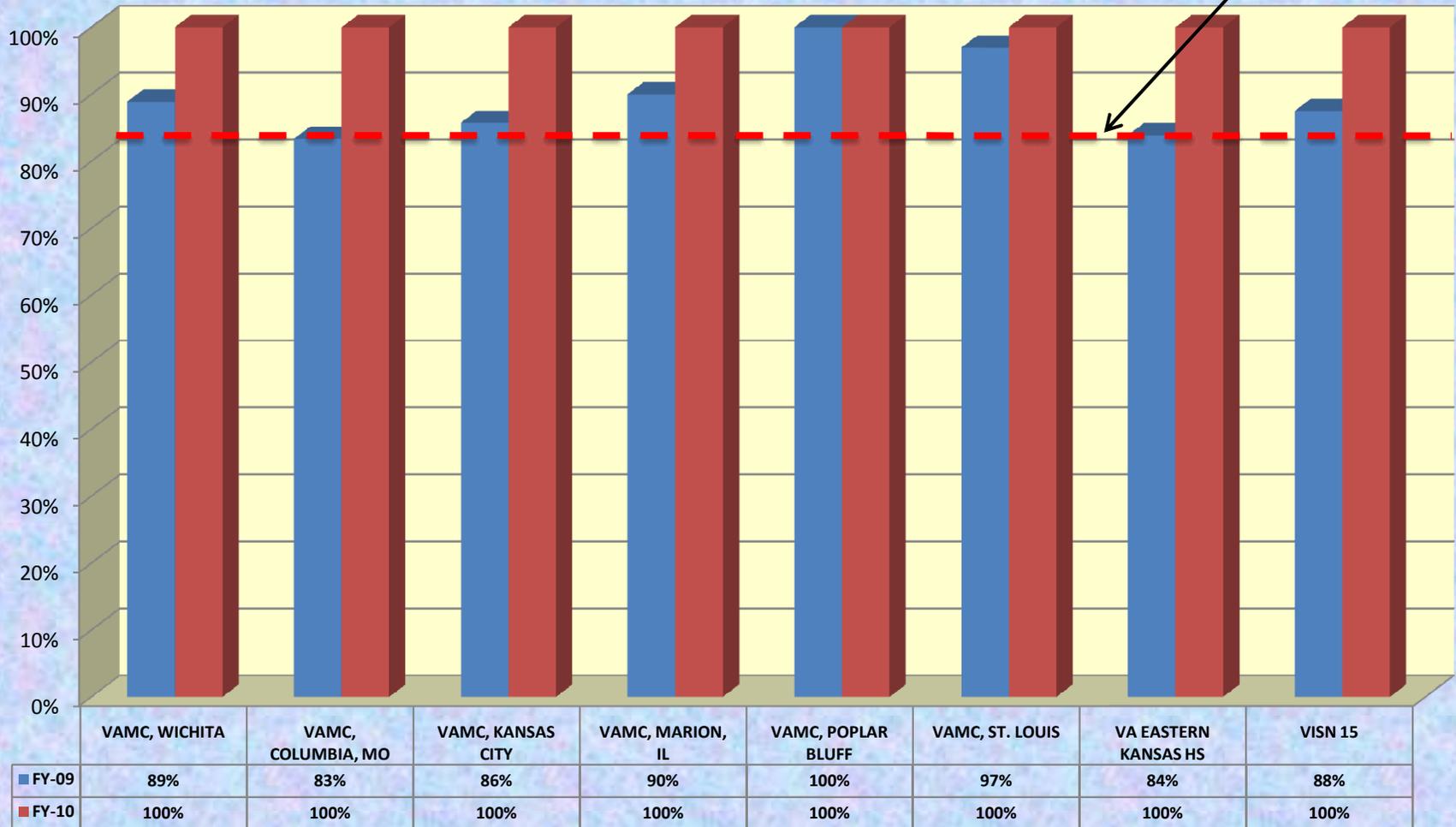


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 15

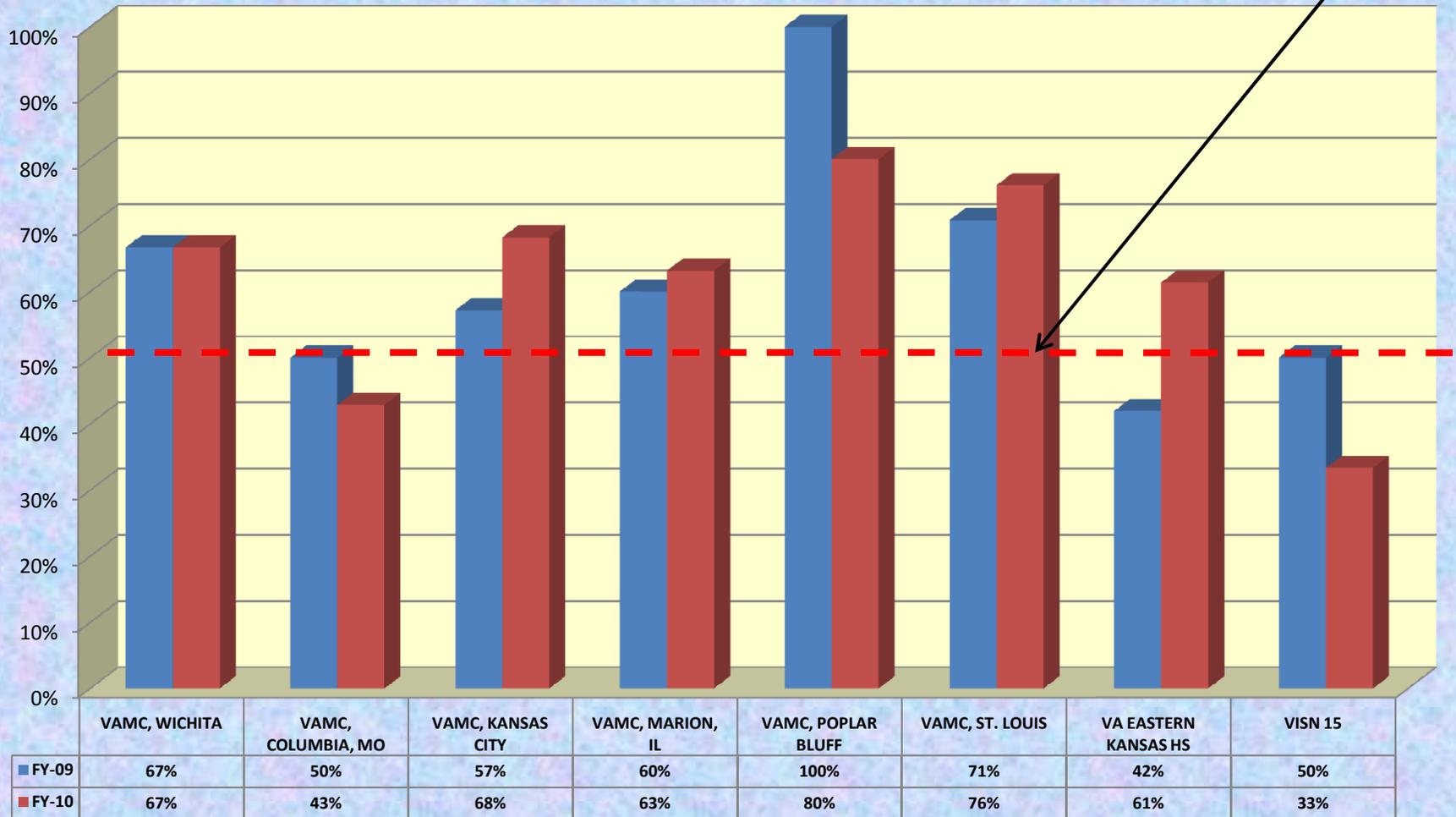
81% Government-Wide Average



FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 15

49% Government-Wide Average

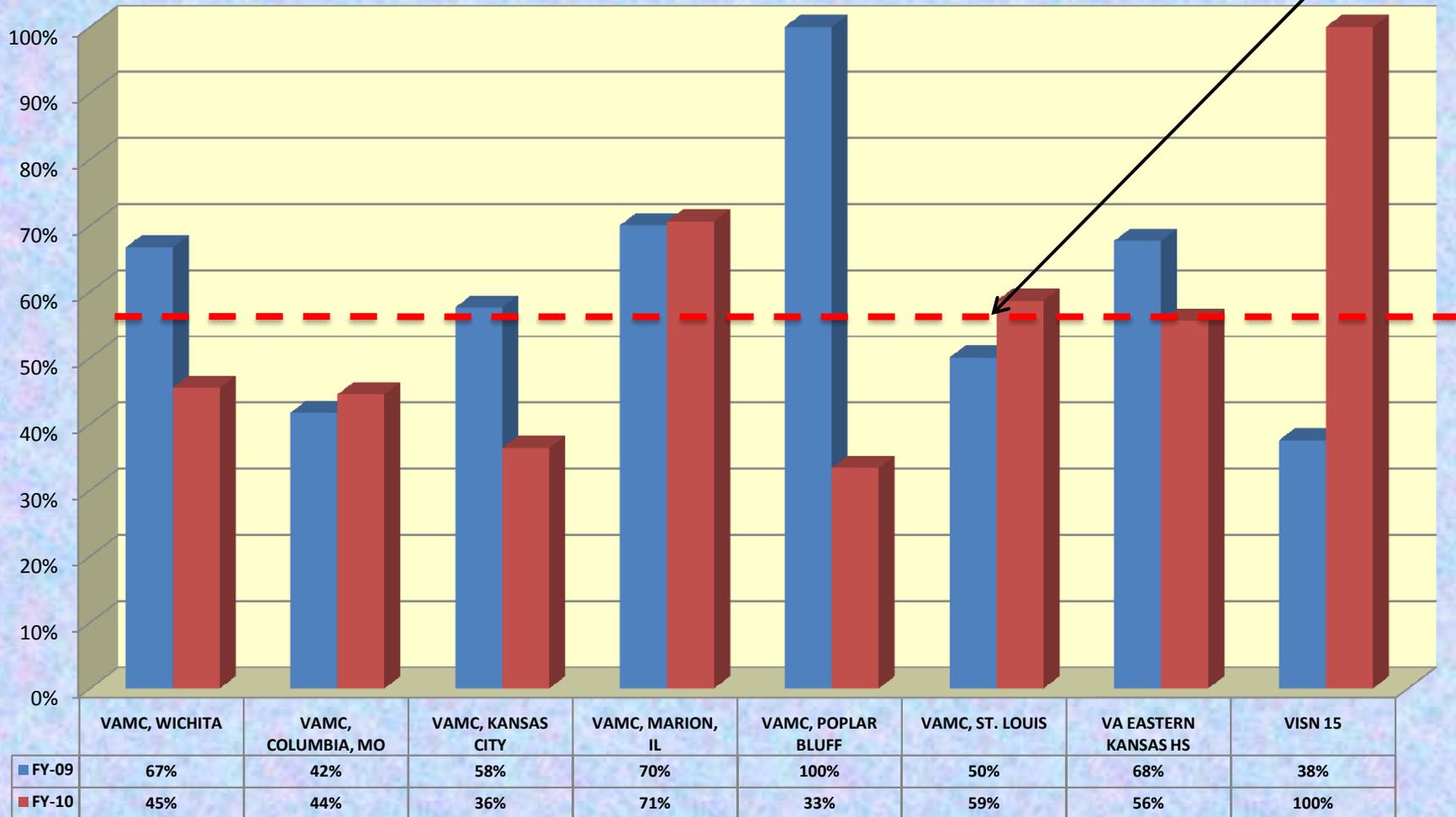


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 15

55% Government-Wide Average

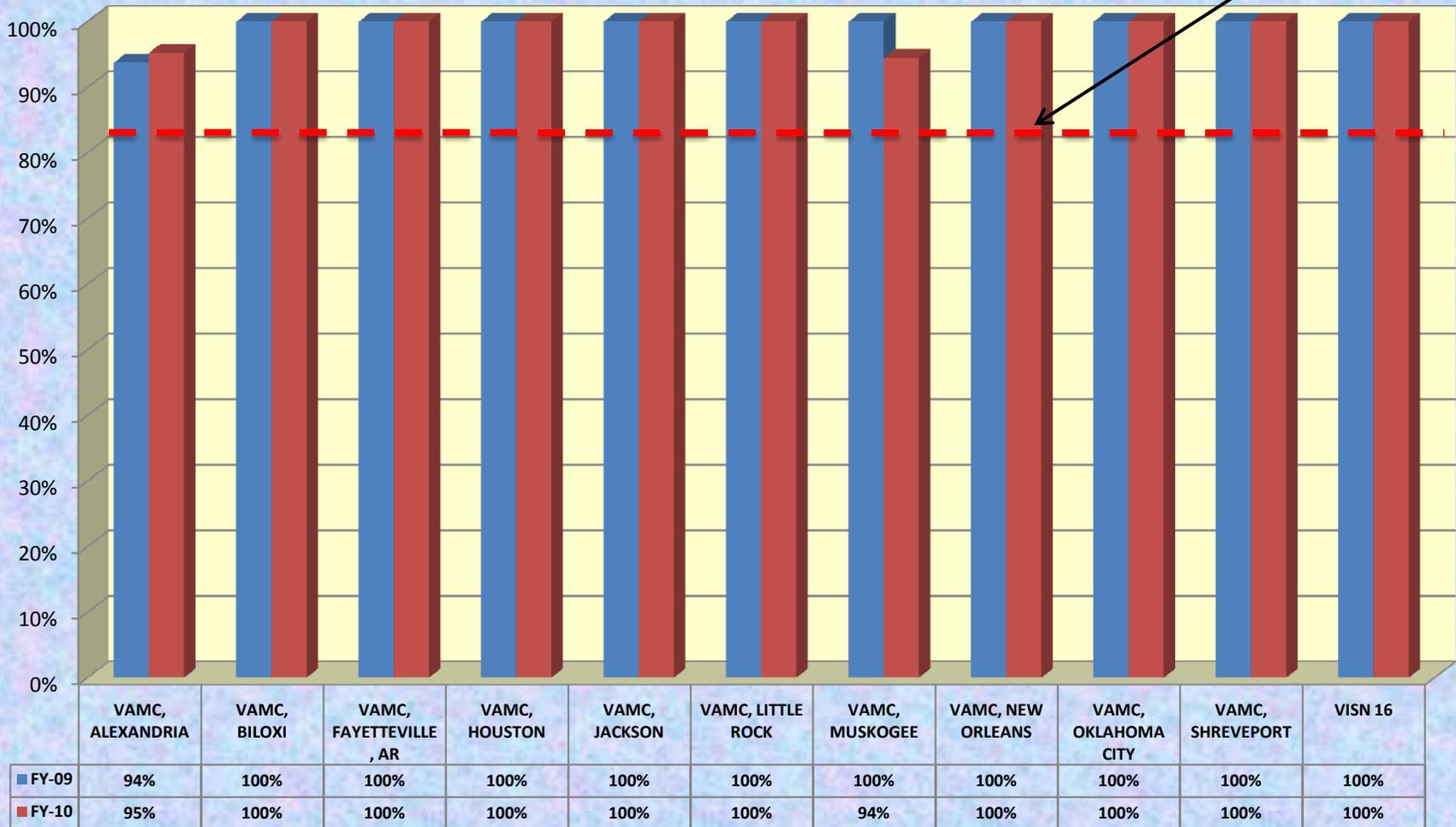


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 16

81% Government-Wide Average



Data Source: ADTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 16

49% Government-Wide Average

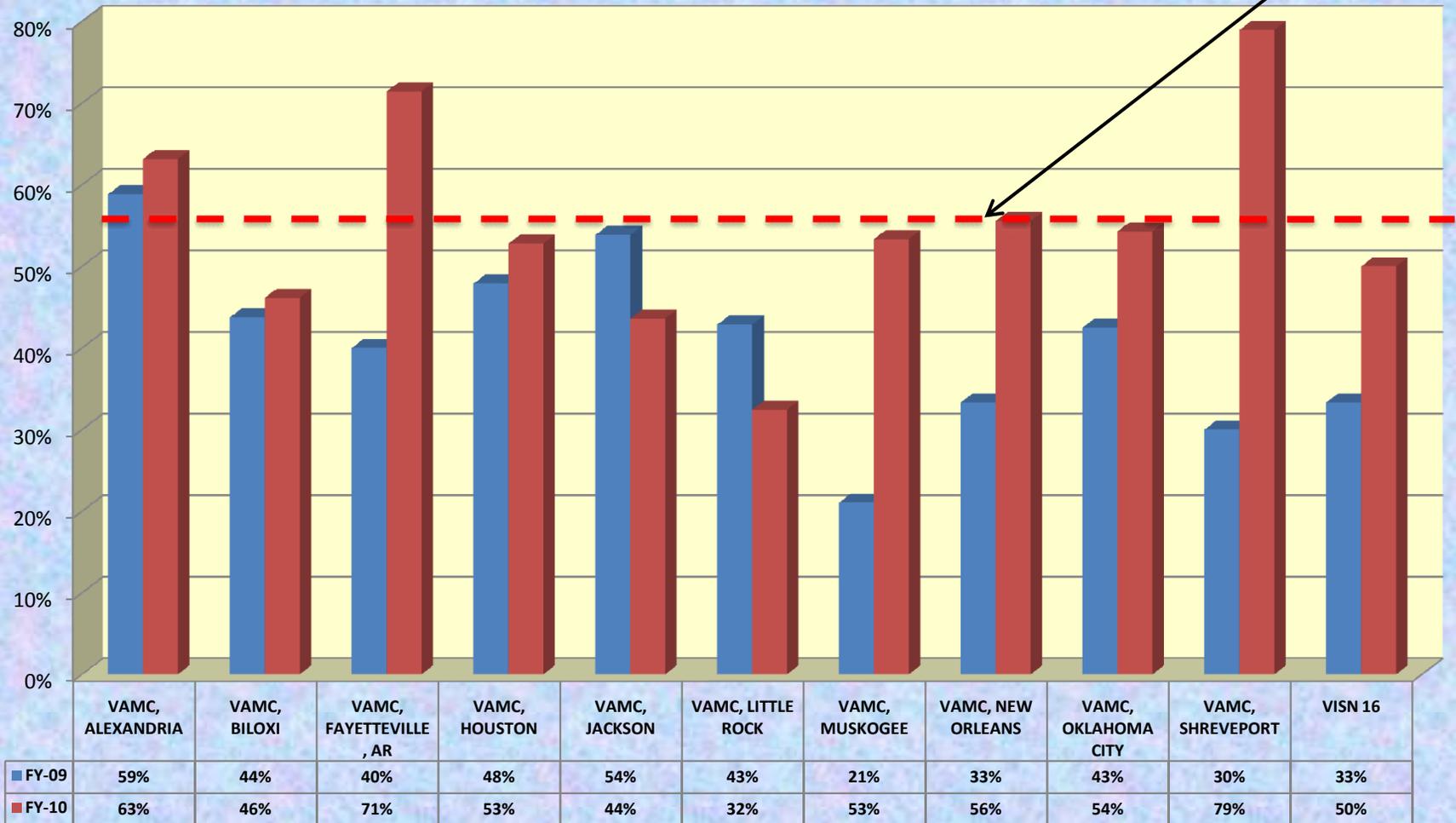


Data Source: ADRTacker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 16

55% Government-Wide Average

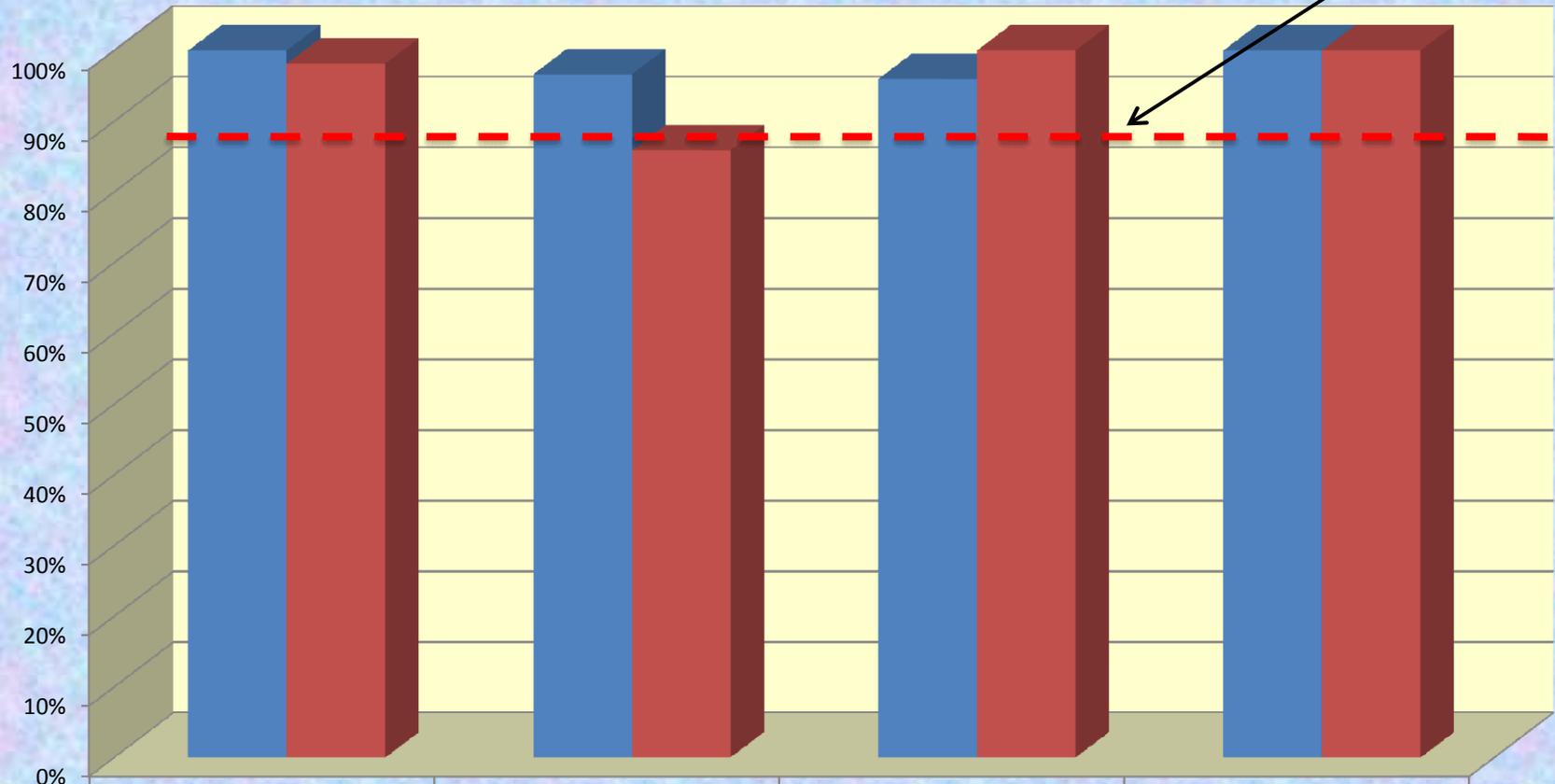


Data Source: ADRTacker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 17

81% Government-Wide Average



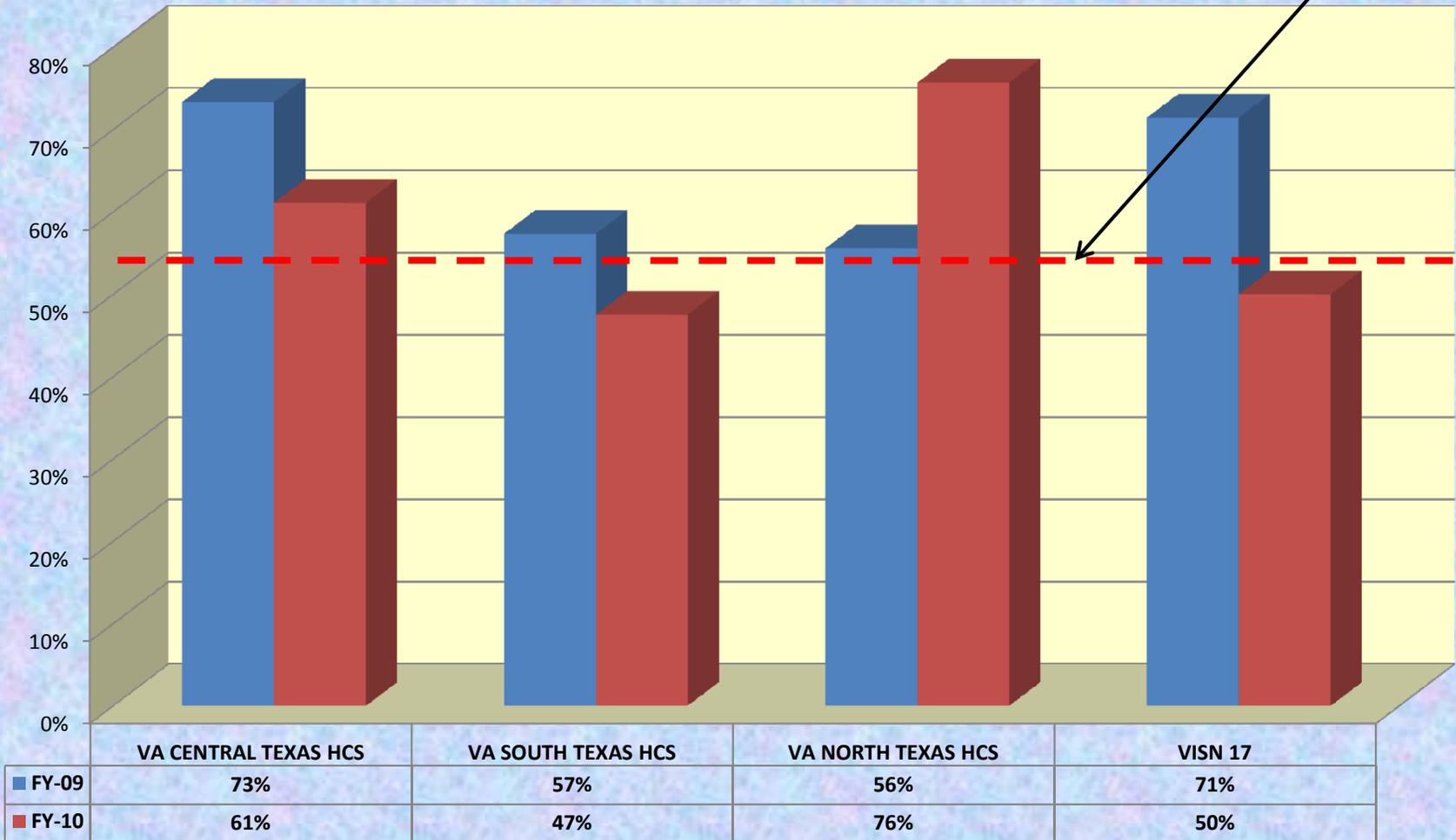
	VA CENTRAL TEXAS HCS	VA SOUTH TEXAS HCS	VA NORTH TEXAS HCS	VISN 17
■ FY-09	100%	97%	96%	100%
■ FY-10	98%	86%	100%	100%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 17

49% Government-Wide Average

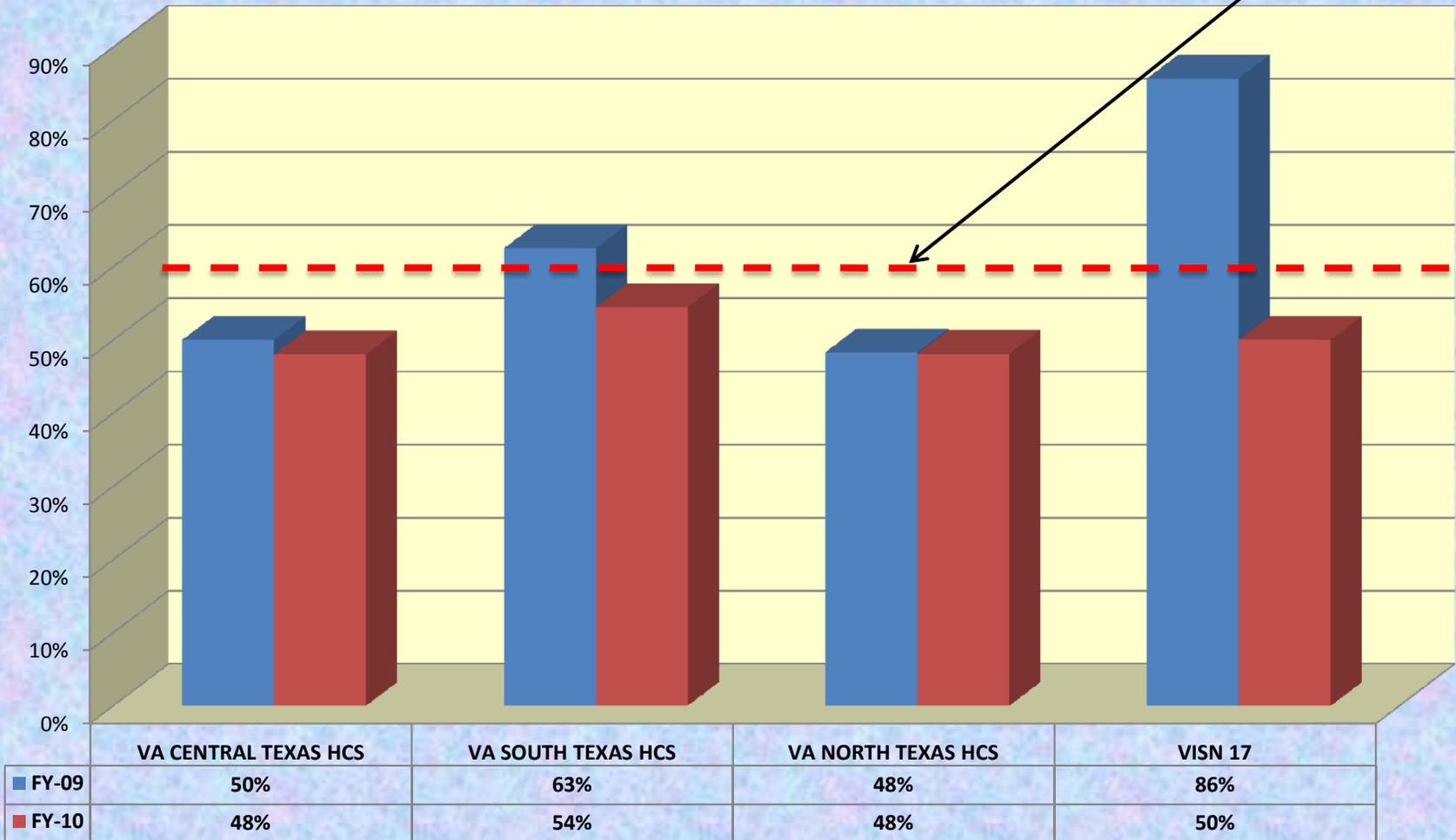


Data Source: ADTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 17

55% Government-Wide Average

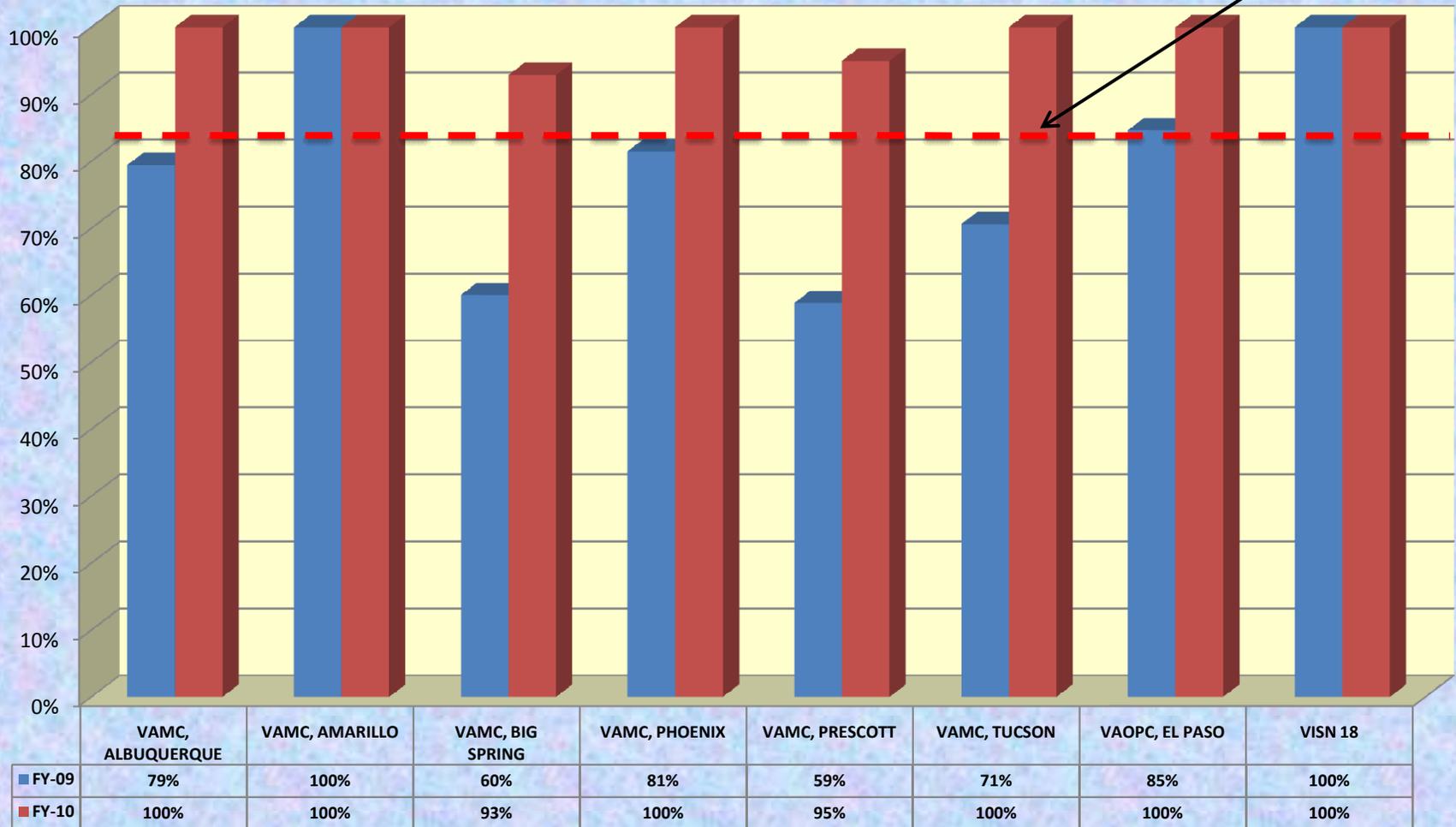


Data Source: ADTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 18

81% Government-Wide Average



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 18

49% Government-Wide Average

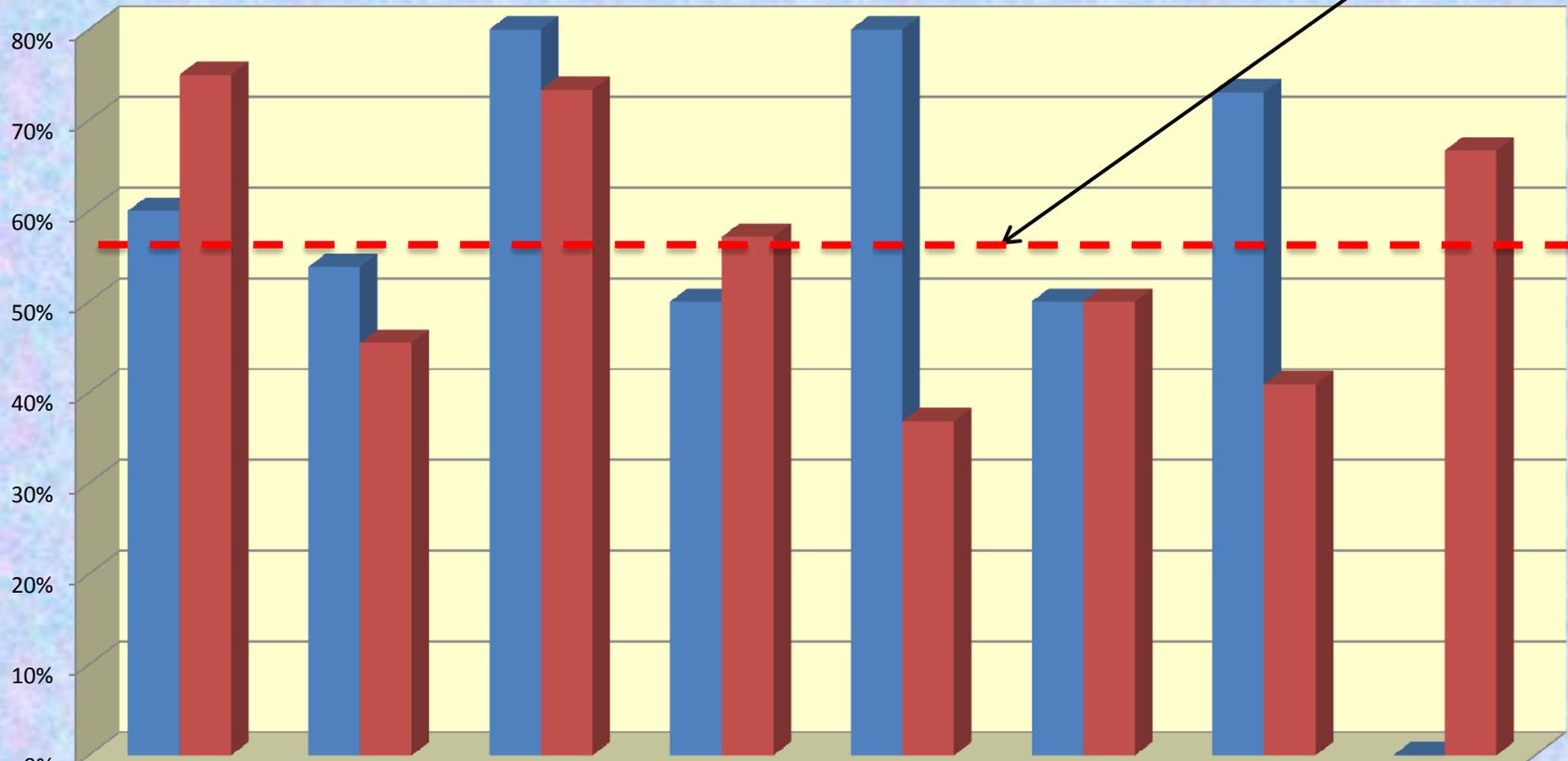


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 18

55% Government-Wide Average



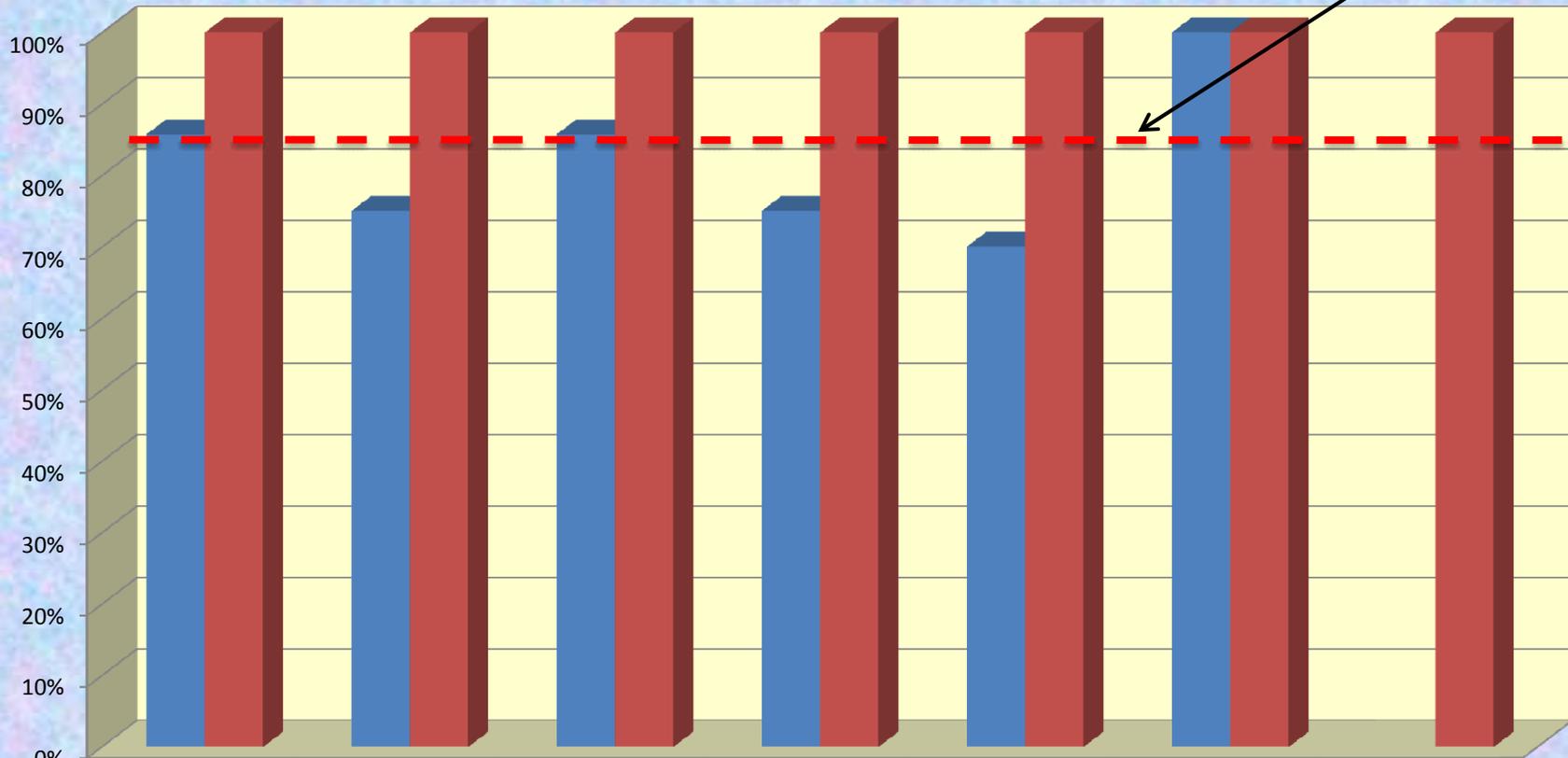
	VAMC, ALBUQUERQUE	VAMC, AMARILLO	VAMC, BIG SPRING	VAMC, PHOENIX	VAMC, PRESCOTT	VAMC, TUCSON	VAOPC, EL PASO	VISN 18
FY-09	60%	54%	80%	50%	80%	50%	73%	0%
FY-10	75%	45%	73%	57%	37%	50%	41%	67%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 19

81% Government-Wide Average



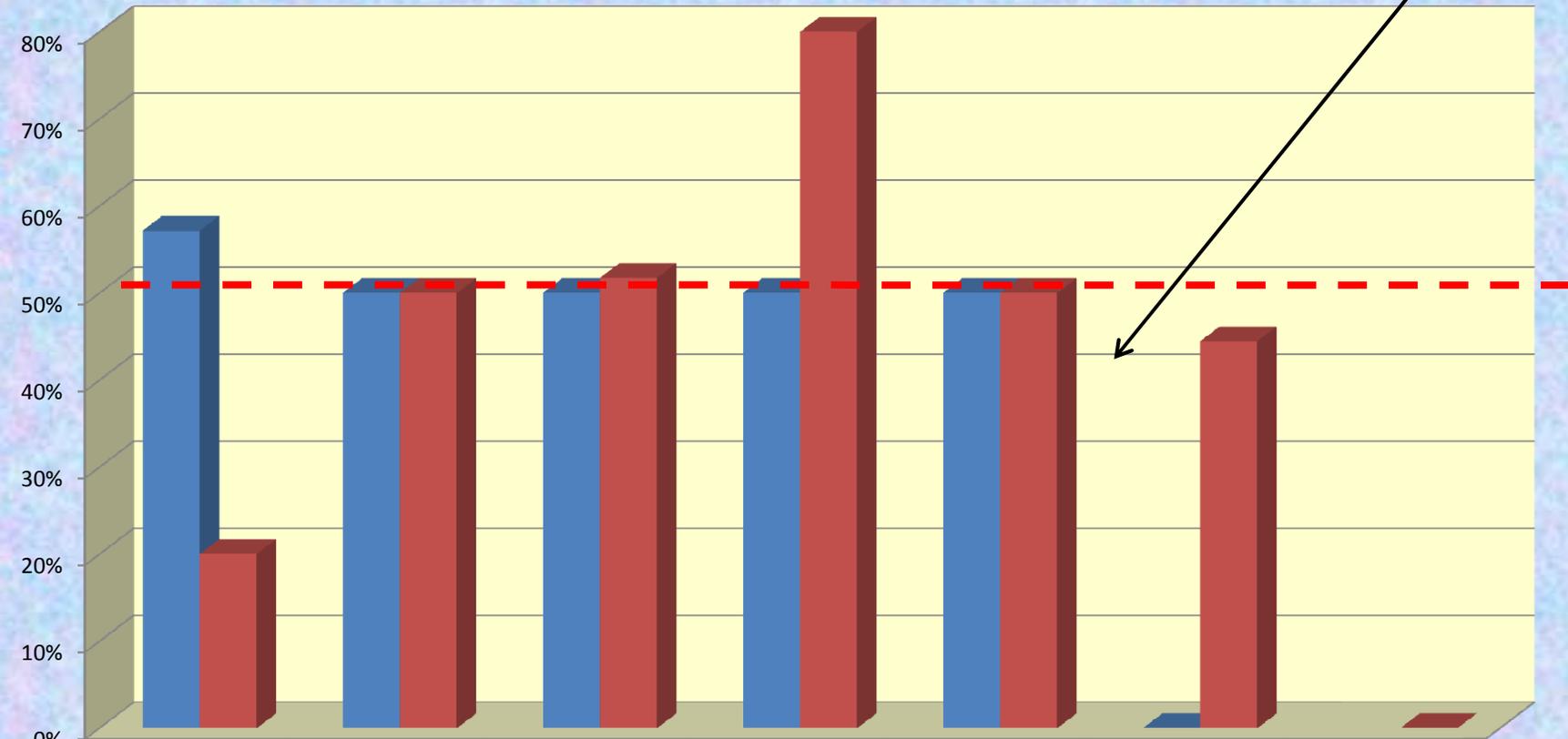
	VA MONTANA HCS	VAMC, CHEYENNE	VAMC, DENVER	VAMC, GRAND JUNCTION	VAMC, SALT LAKE CITY	VAMC, SHERIDAN	VISN 19
FY-09	86%	75%	86%	75%	70%	100%	N/A
FY-10	100%	100%	100%	100%	100%	100%	100%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 19

49% Government-Wide Average



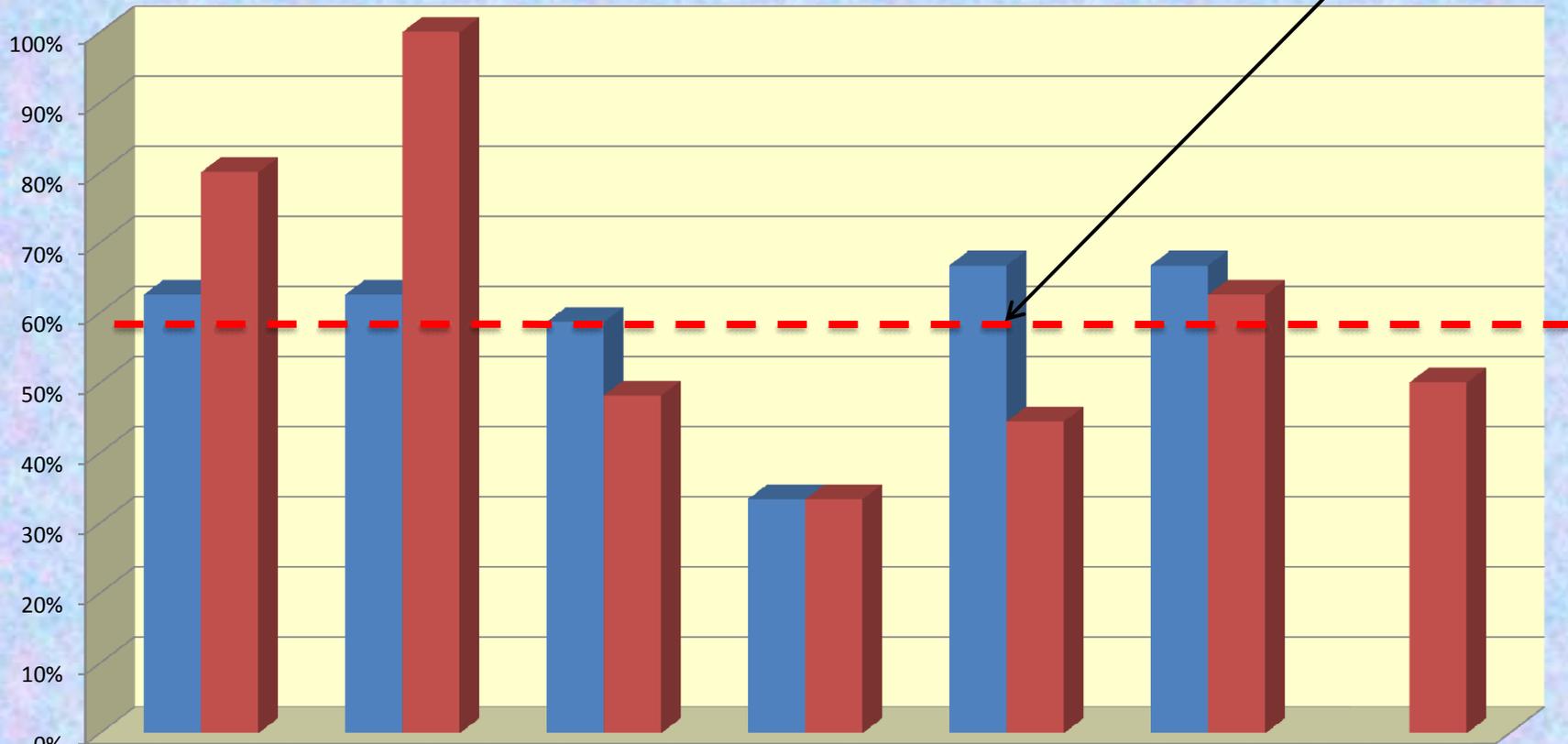
	VA MONTANA HCS	VAMC, CHEYENNE	VAMC, DENVER	VAMC, GRAND JUNCTION	VAMC, SALT LAKE CITY	VAMC, SHERIDAN	VISN 19
FY-09	57%	50%	50%	50%	50%	0%	N/A
FY-10	20%	50%	52%	80%	50%	44%	0%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 19

55% Government-Wide Average



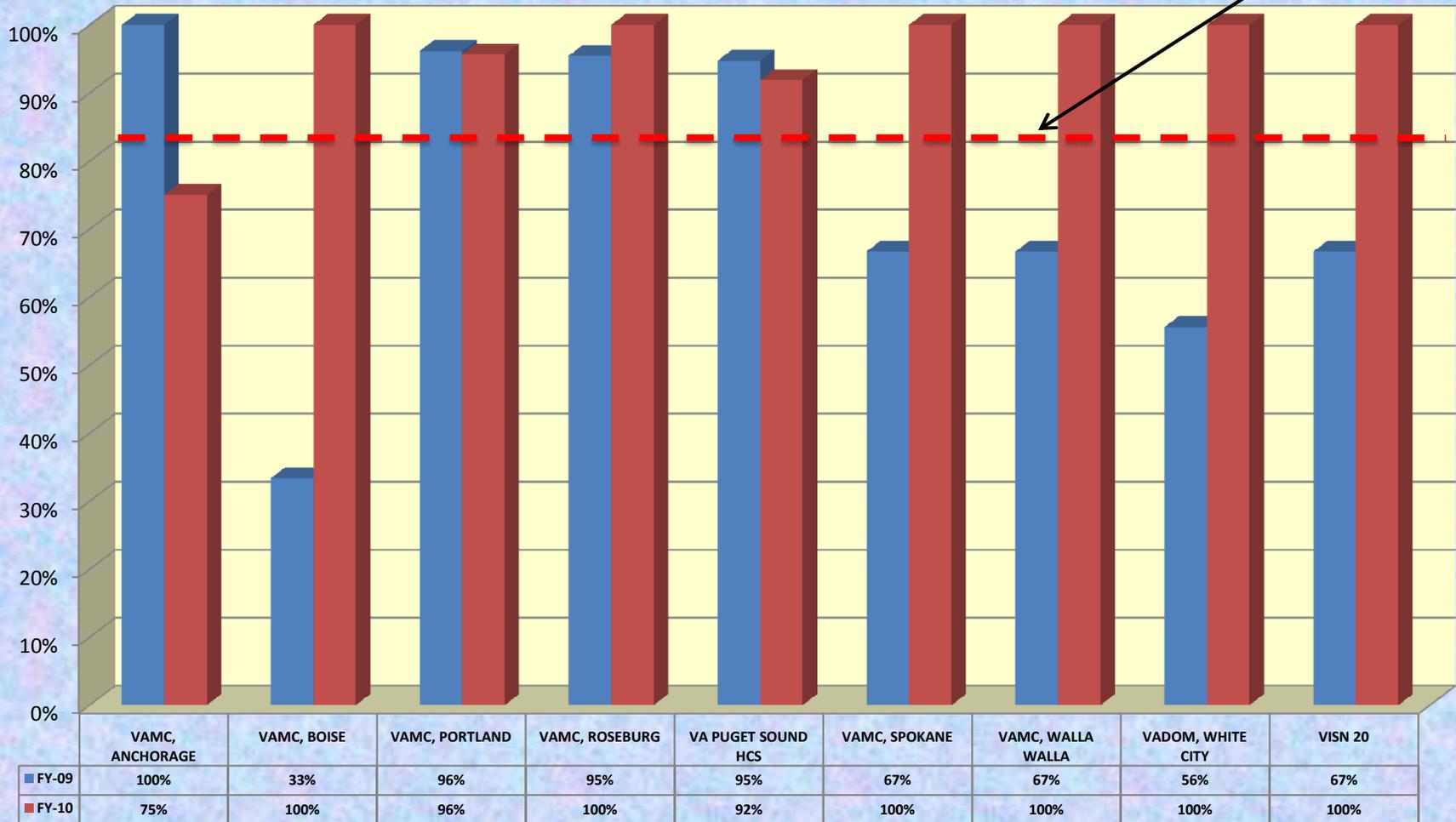
	VA MONTANA HCS	VAMC, CHEYENNE	VAMC, DENVER	VAMC, GRAND JUNCTION	VAMC, SALT LAKE CITY	VAMC, SHERIDAN	VISN 19
FY-09	63%	63%	59%	33%	67%	67%	N/A
FY-10	80%	100%	48%	33%	44%	63%	50%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 20

81% Government-Wide Average

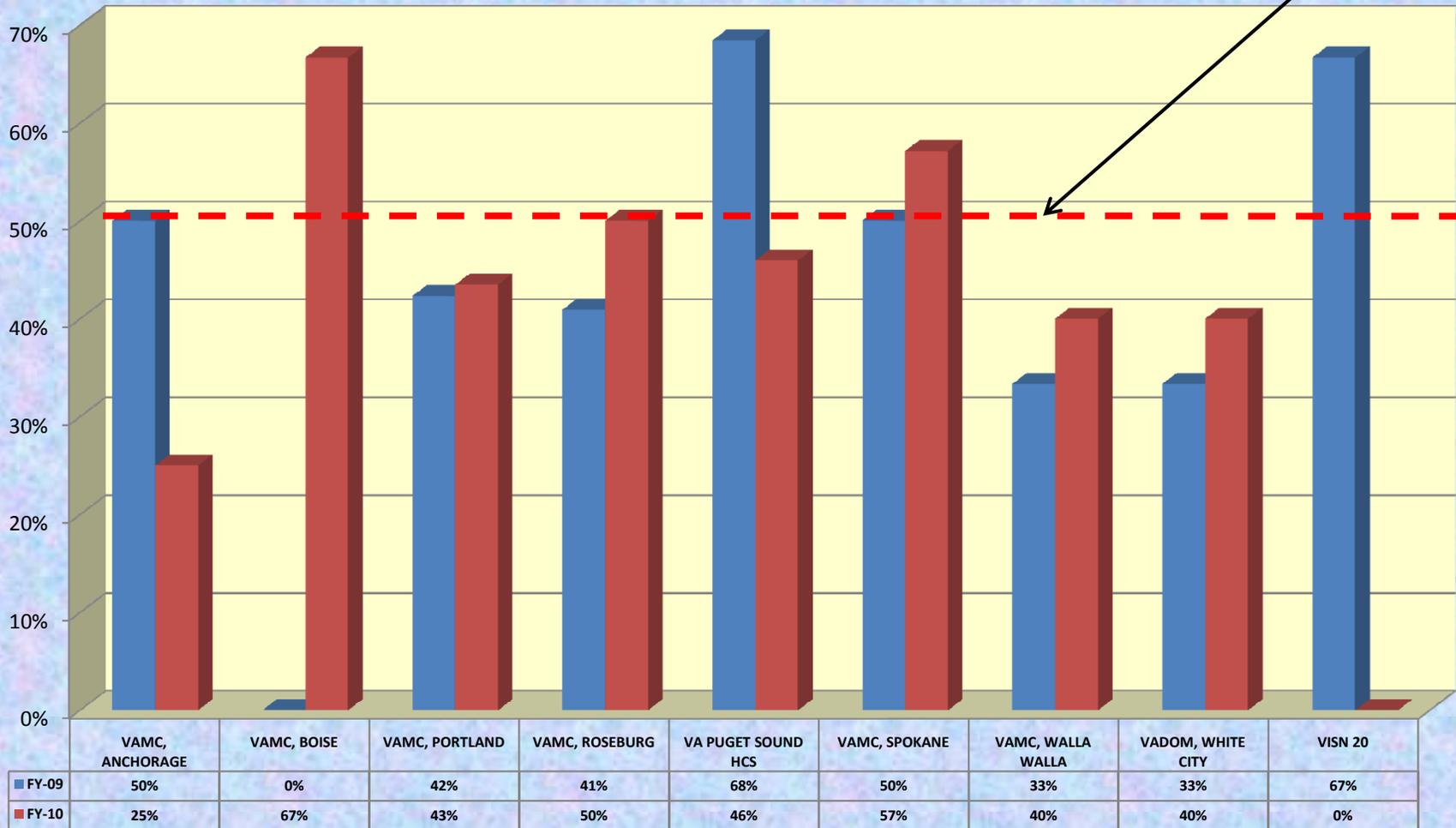


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 20

49% Government-Wide Average

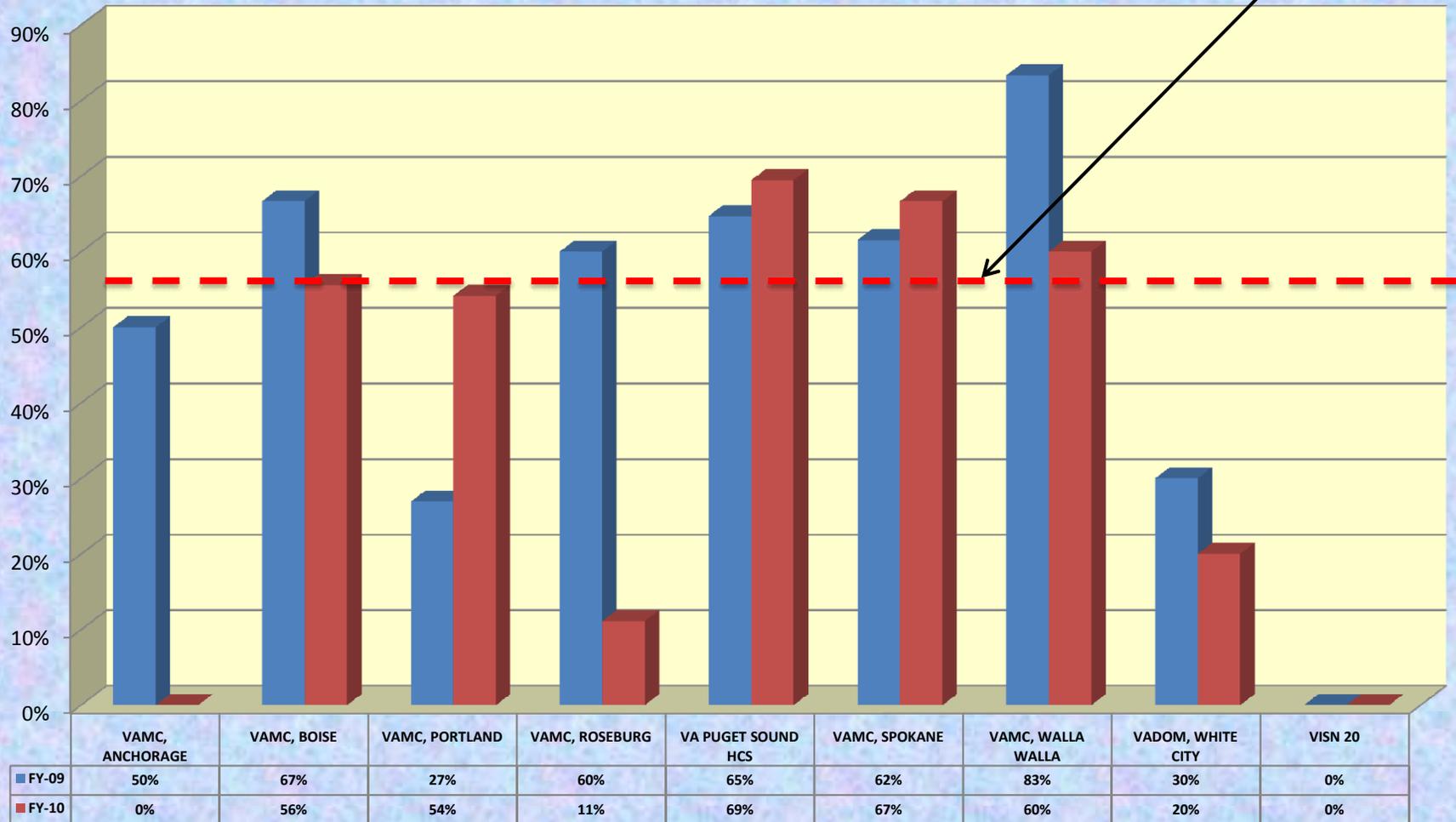


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 20

55% Government-Wide Average

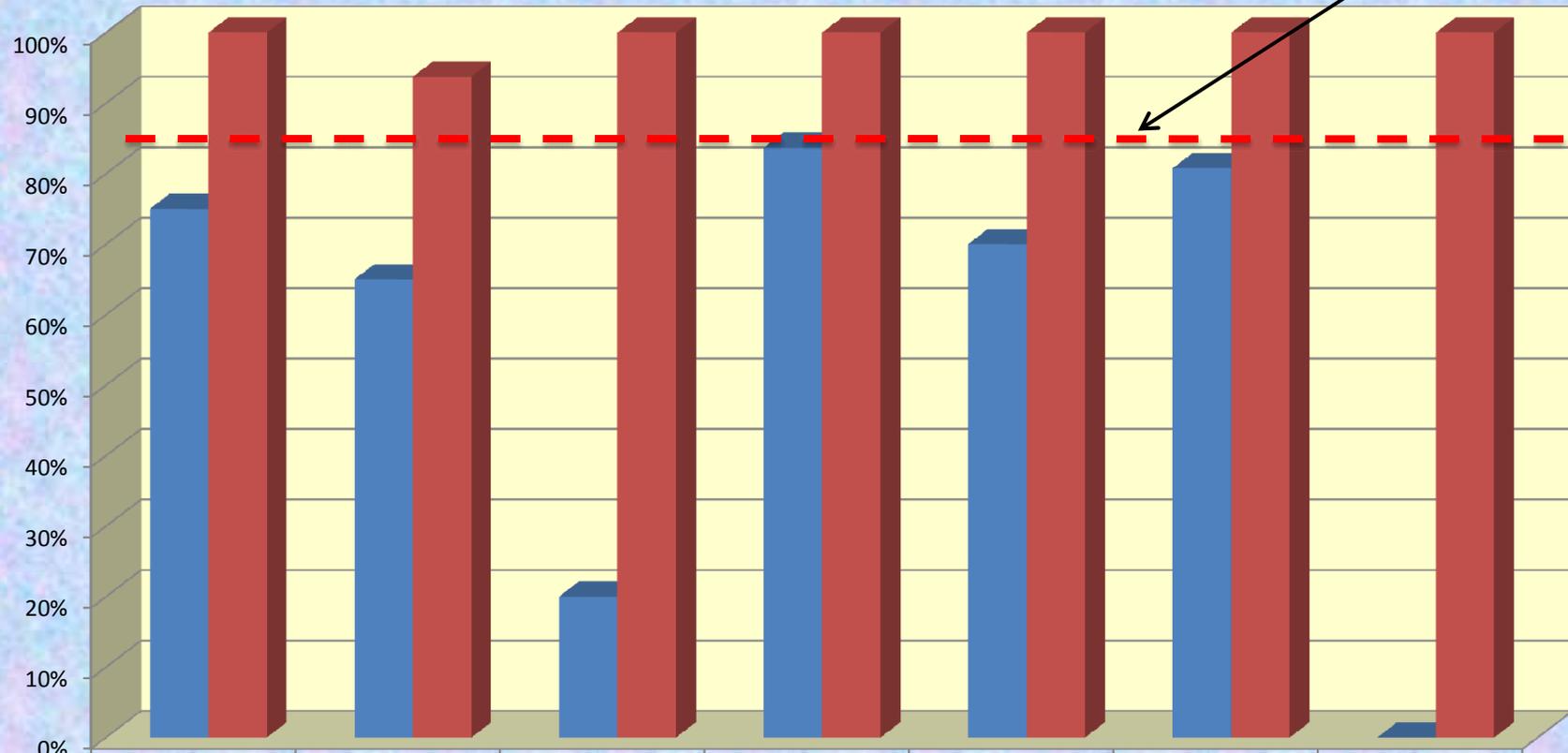


Data Source: ADRTacker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 21

81% Government-Wide Average



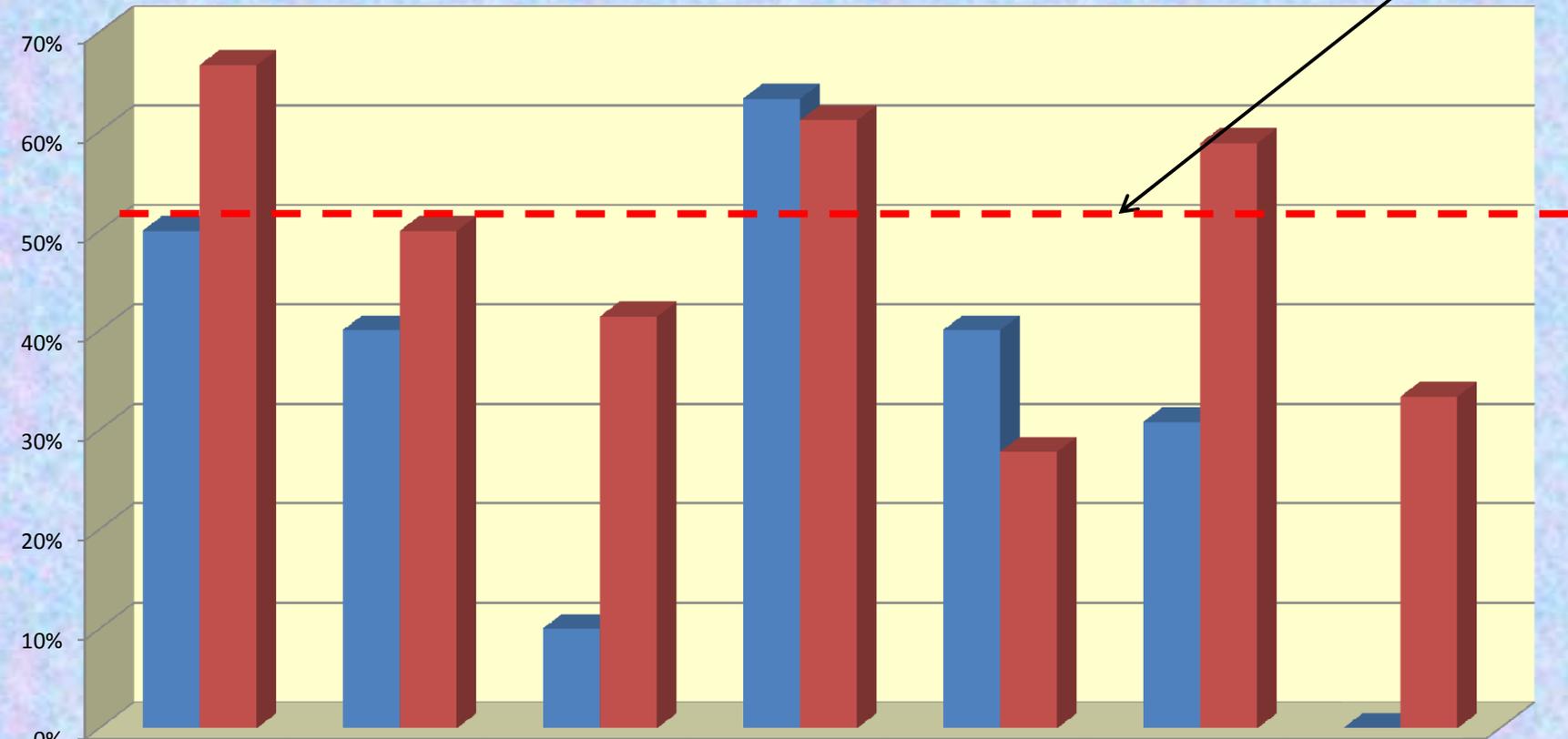
	PACIFIC ISLAND HCS	VAMC, FRESNO	NO CALIFORNIA HCS	VA PALO ALTO HCS	VAMC, RENO	VAMC, SAN FRANCISCO	VISN 21
■ FY-09	75%	65%	20%	84%	70%	81%	0%
■ FY-10	100%	94%	100%	100%	100%	100%	100%

Data Source: ADRTacker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 21

49% Government-Wide Average



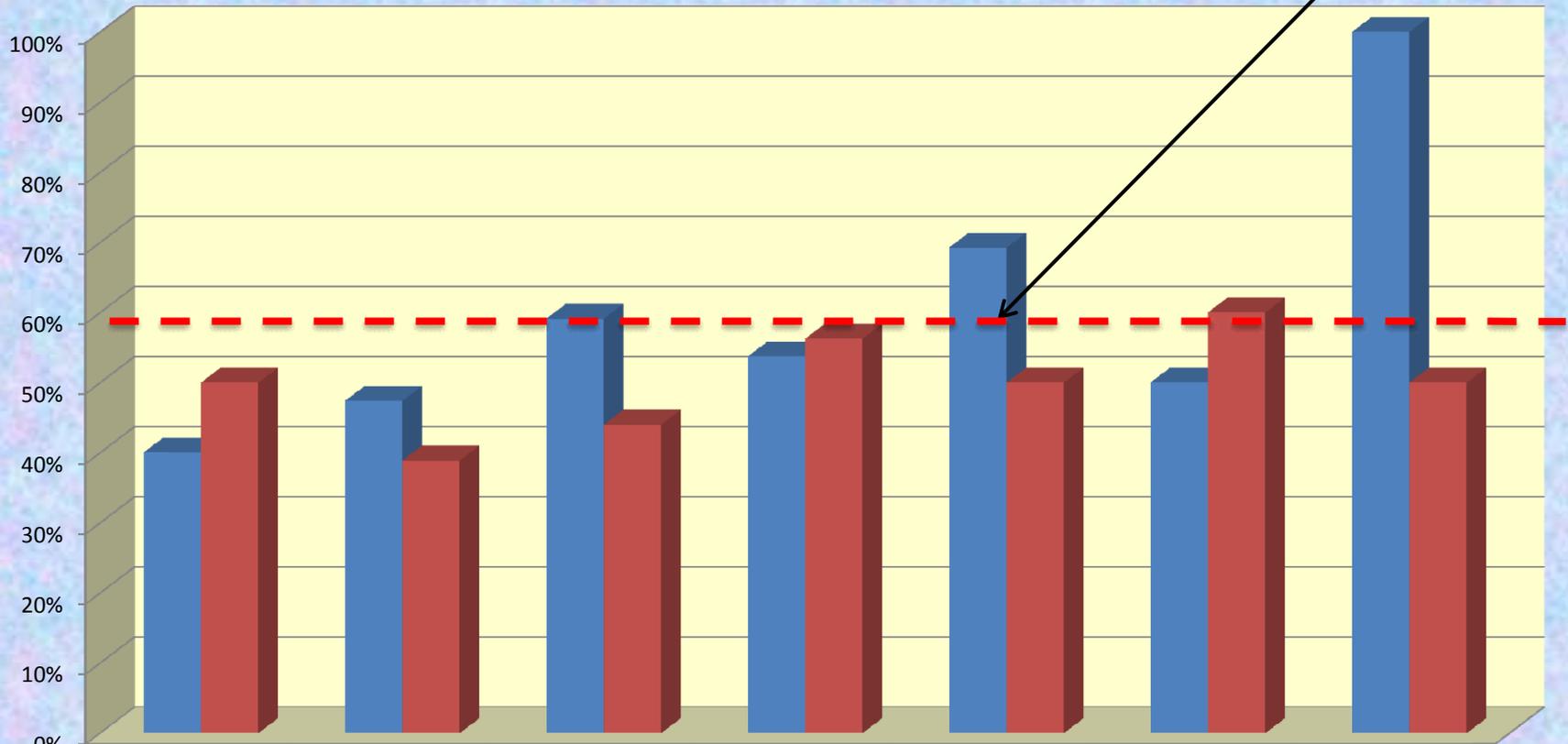
	PACIFIC ISLAND HCS	VAMC, FRESNO	NO CALIFORNIA HCS	VA PALO ALTO HCS	VAMC, RENO	VAMC, SAN FRANCISCO	VISN 21
FY-09	50%	40%	10%	63%	40%	31%	0%
FY-10	67%	50%	41%	61%	28%	59%	33%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 21

55% Government-Wide Average



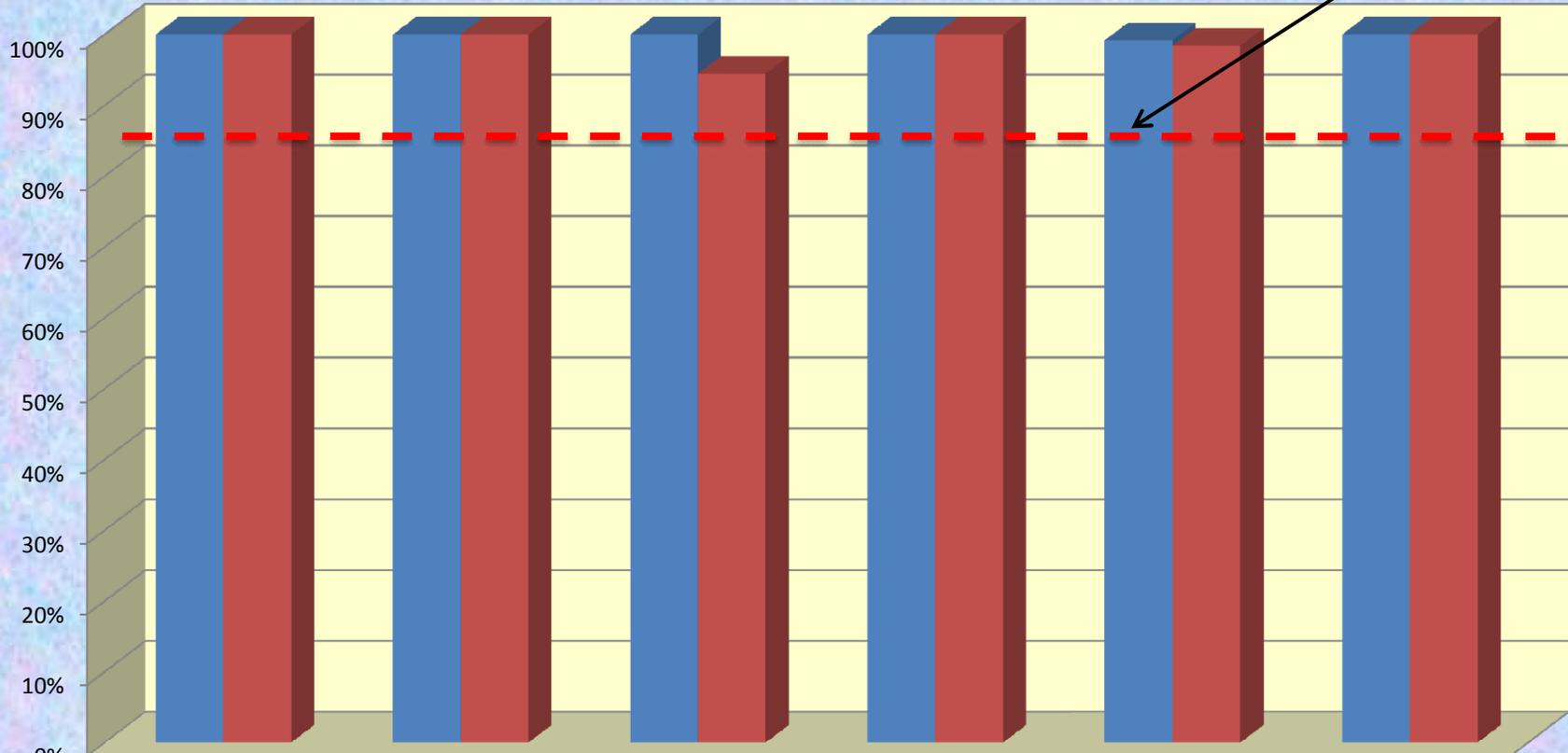
	PACIFIC ISLAND HCS	VAMC, FRESNO	NO CALIFORNIA HCS	VA PALO ALTO HCS	VAMC, RENO	VAMC, SAN FRANCISCO	VISN 21
■ FY-09	40%	47%	59%	54%	69%	50%	100%
■ FY-10	50%	39%	44%	56%	50%	60%	50%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 22

81% Government-Wide Average



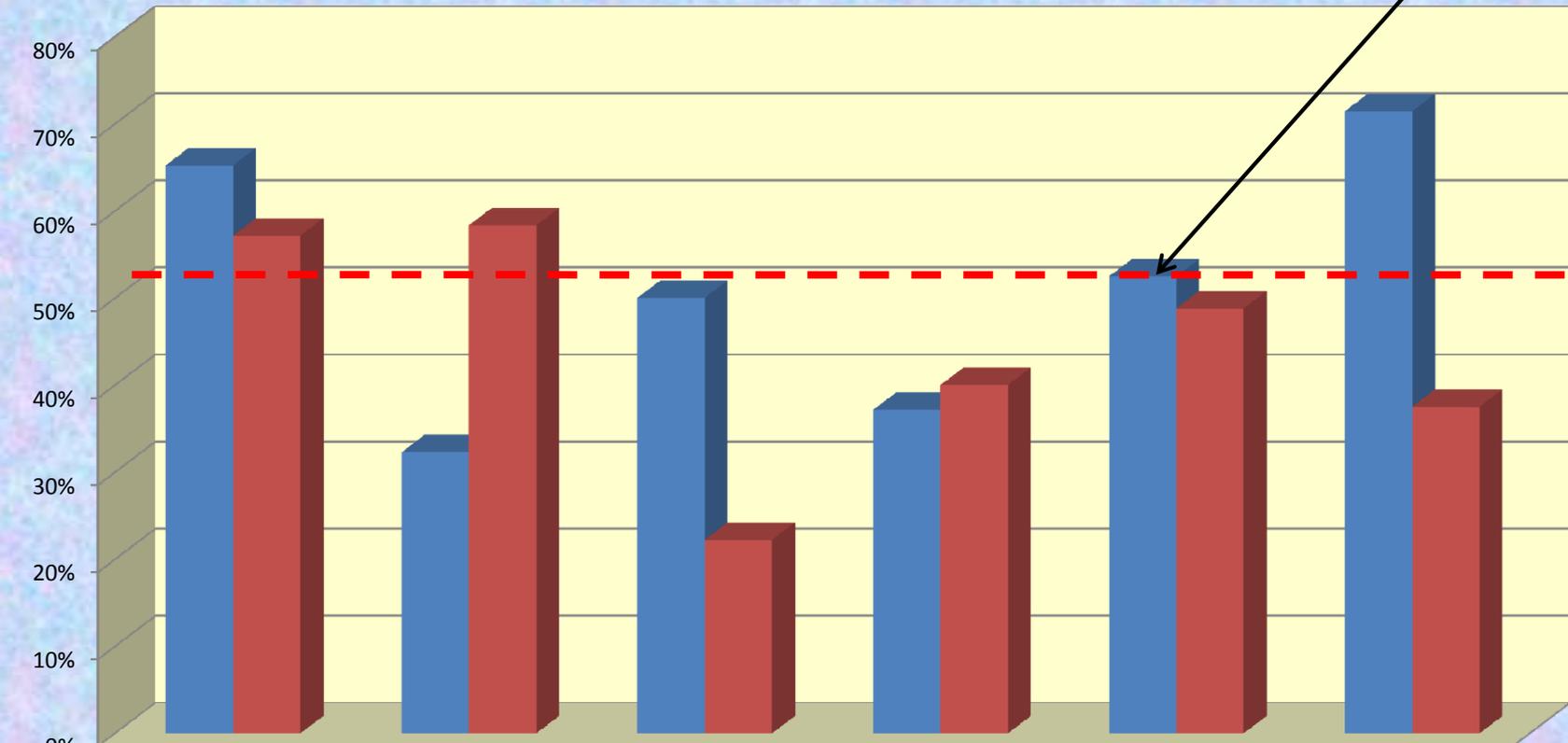
	VAMC, LAS VEGAS	VAMC, LONG BEACH	VAMC, LOMA LINDA	VAMC, SAN DIEGO	VA GREATER LOS ANGELES HCS	VISN 22
FY-09	100%	100%	100%	100%	99%	100%
FY-10	100%	100%	94%	100%	98%	100%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 22

49% Government-
Wide Average



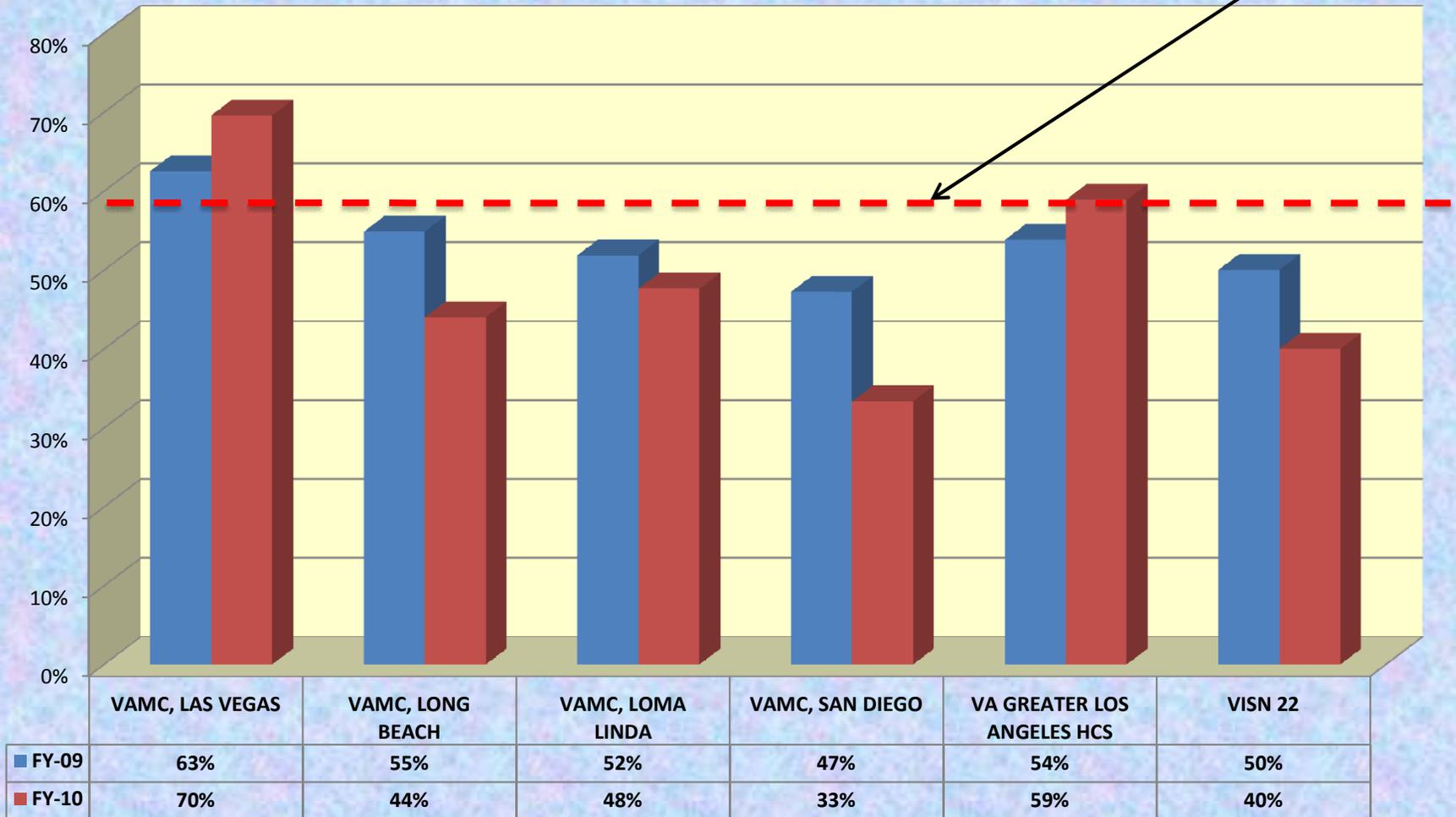
	VAMC, LAS VEGAS	VAMC, LONG BEACH	VAMC, LOMA LINDA	VAMC, SAN DIEGO	VA GREATER LOS ANGELES HCS	VISN 22
FY-09	65%	32%	50%	37%	52%	71%
FY-10	57%	58%	22%	40%	49%	38%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 22

55% Government-Wide Average

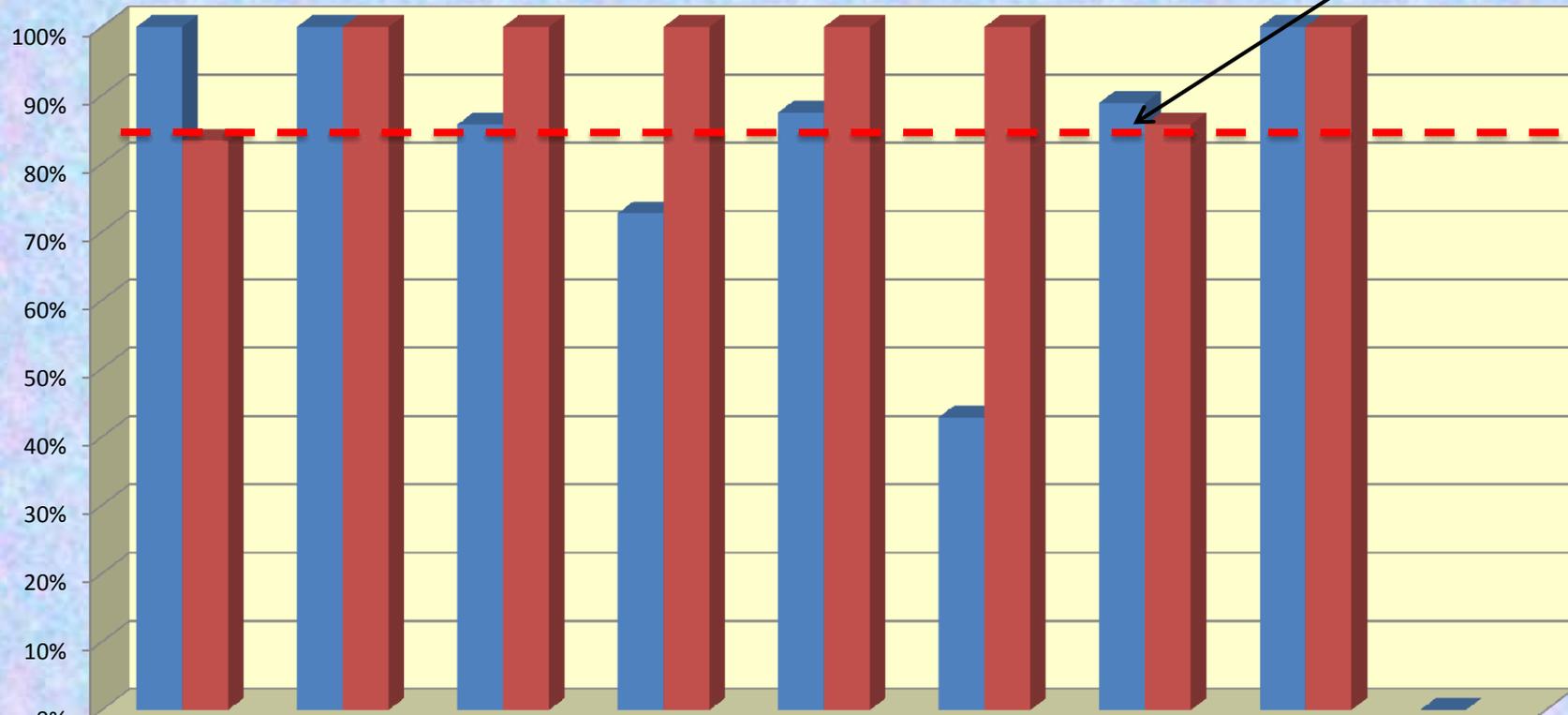


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Offer Rate - VISN 23

81% Government-Wide Average

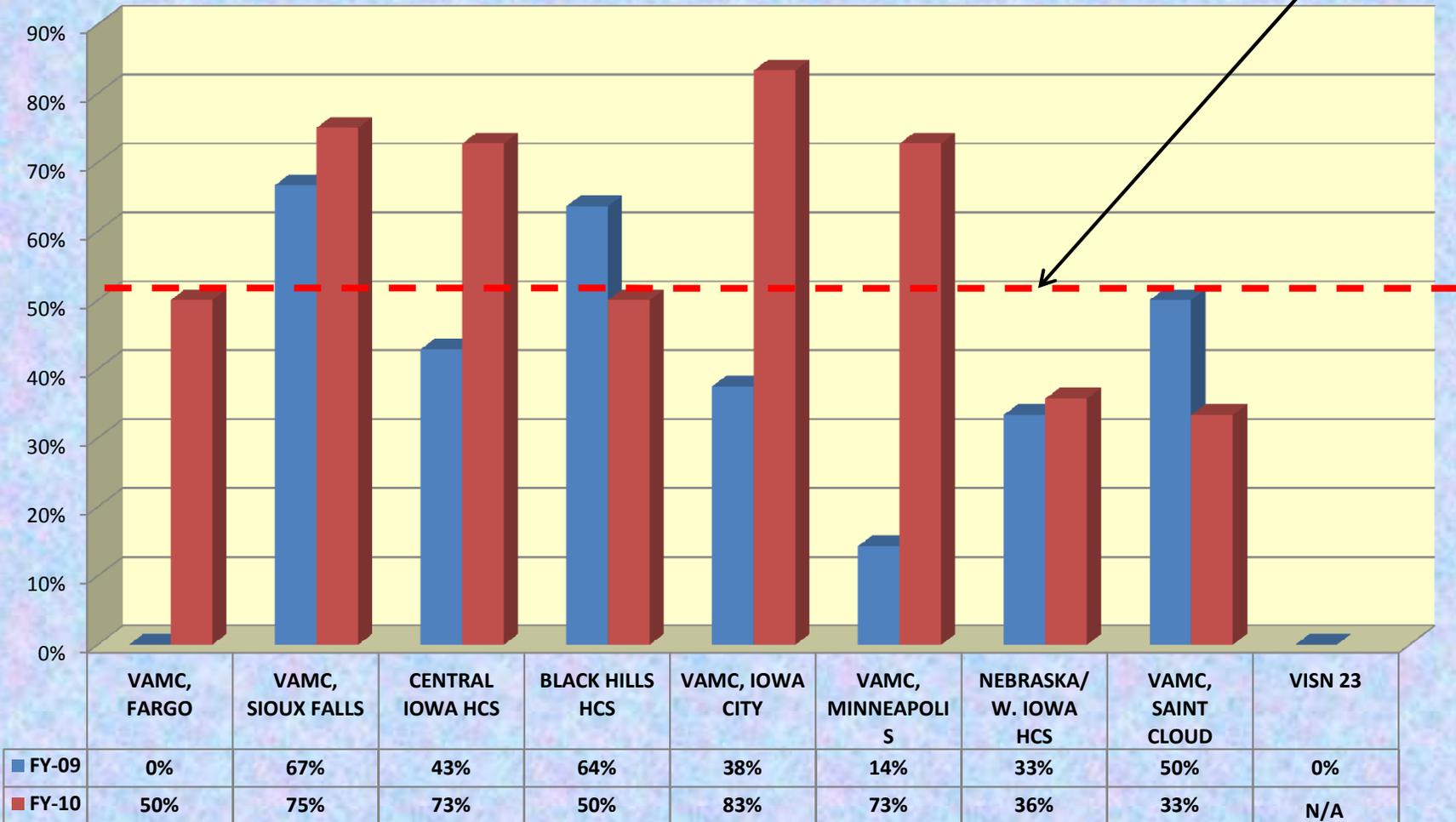


	VAMC, FARGO	VAMC, SIOUX FALLS	CENTRAL IOWA HCS	BLACK HILLS HCS	VAMC, IOWA CITY	VAMC, MINNEAPOLIS	NEBRASKA/W. IOWA HCS	VAMC, SAINT CLOUD	VISN 23
■ FY-09	100%	100%	86%	73%	88%	43%	89%	100%	0%
■ FY-10	83%	100%	100%	100%	100%	100%	86%	100%	N/A

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 ADR Participation Rate - VISN 23

49% Government-Wide Average

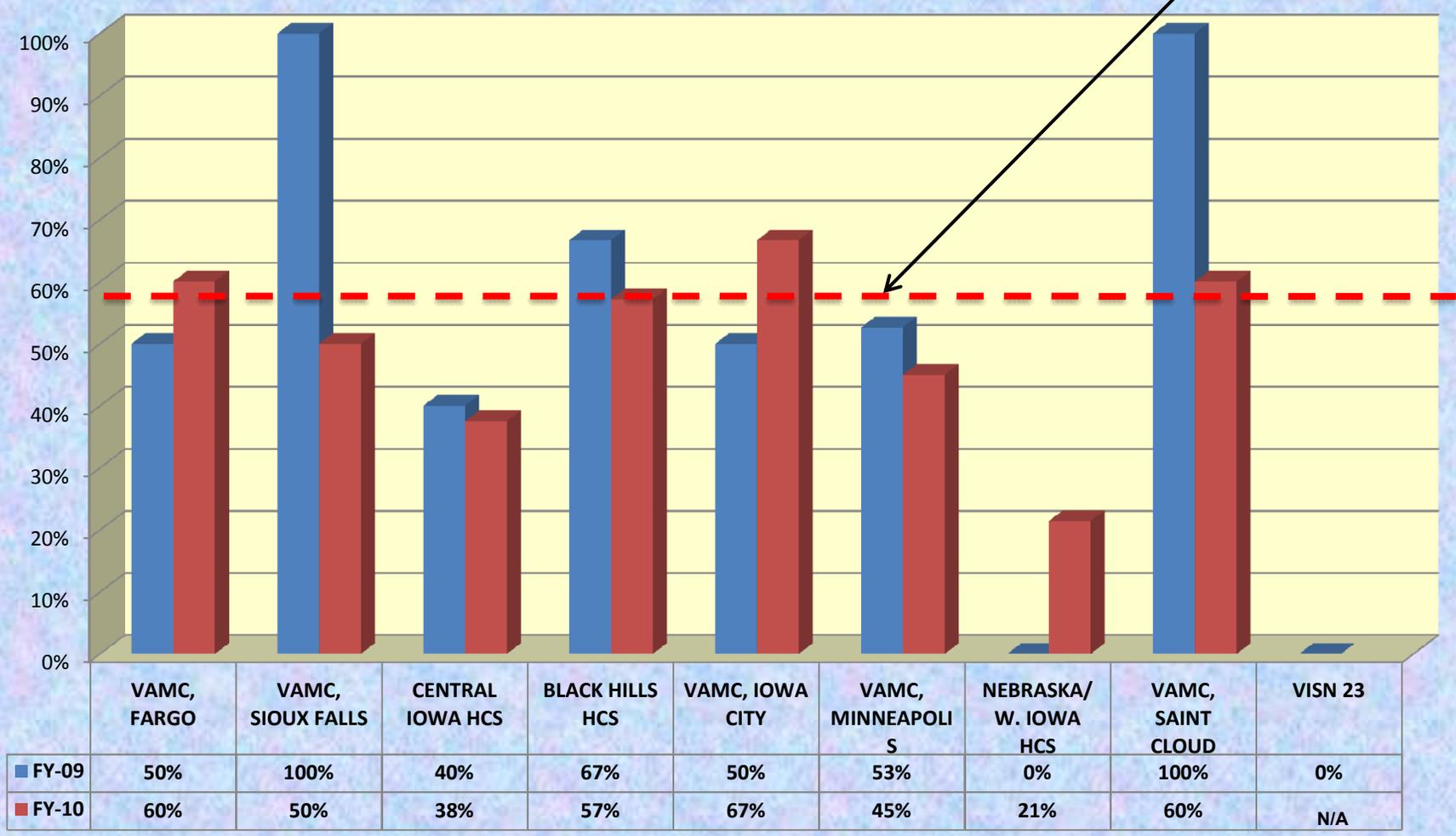


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Resolution Rate - VISN 23

55% Government-Wide Average

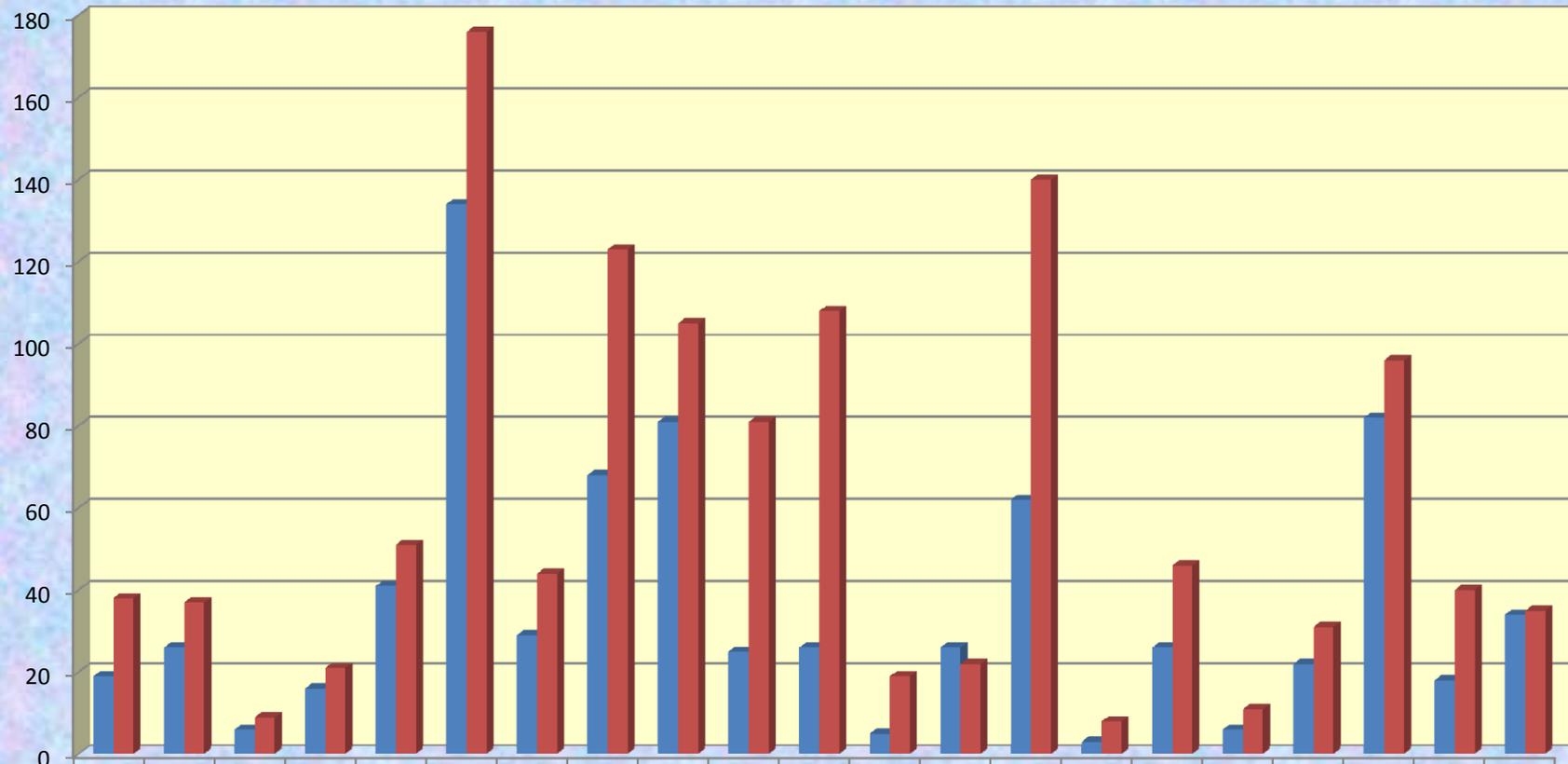


Data Source: ADRTTracker System

Veterans Health Administration

Non-EEO ADR Cases

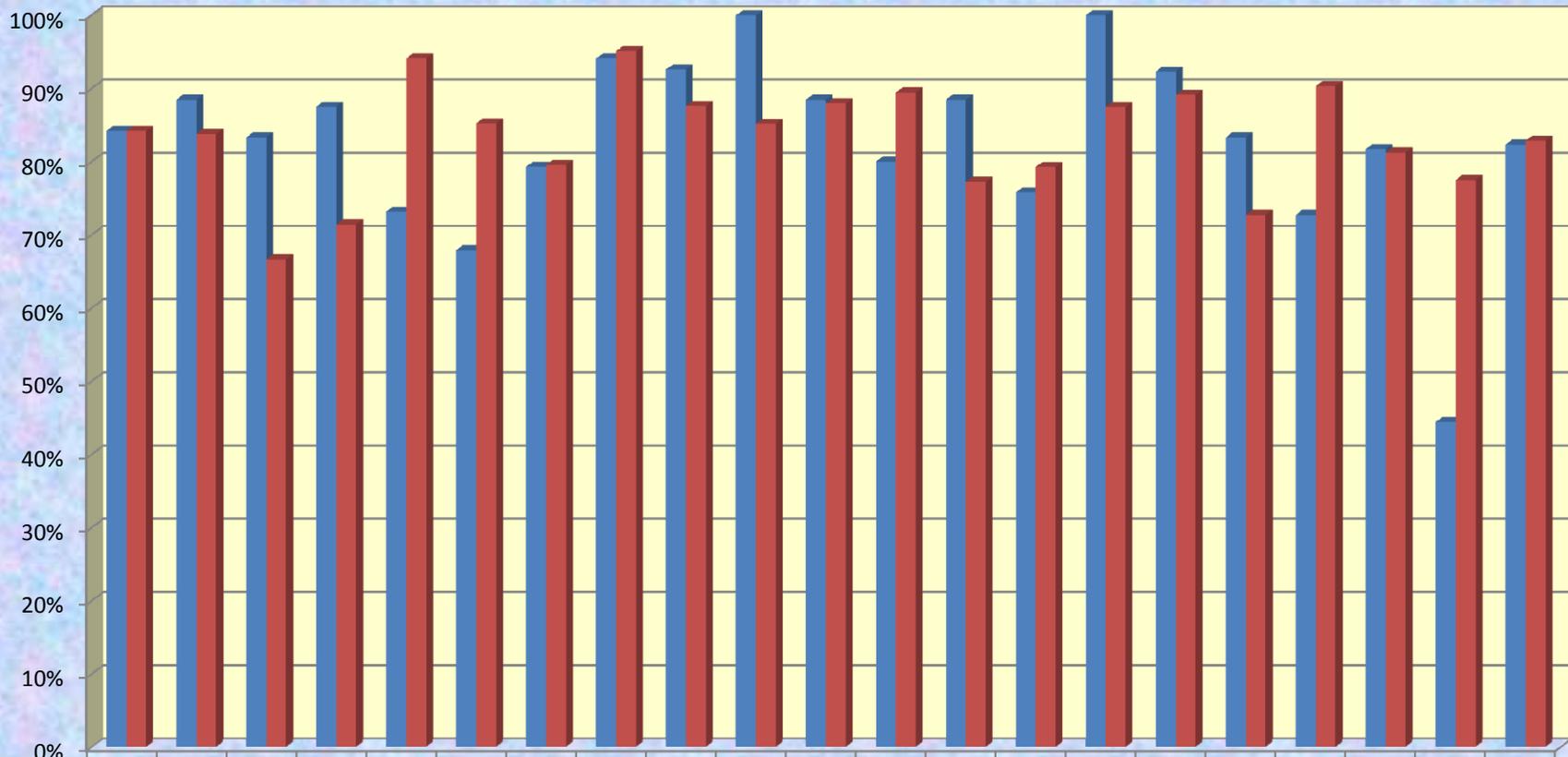
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests



■ FY-09	19	26	6	16	41	134	29	68	81	25	26	5	26	62	3	26	6	22	82	18	34
■ FY-10	38	37	9	21	51	176	44	123	105	81	108	19	22	140	8	46	11	31	96	40	35

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate



	VISN 1	VISN 2	VISN 3	VISN 4	VISN 5	VISN 6	VISN 7	VISN 8	VISN 9	VISN 10	VISN 11	VISN 12	VISN 15	VISN 16	VISN 17	VISN 18	VISN 19	VISN 20	VISN 21	VISN 22	VISN 23
FY-09	84%	88%	83%	88%	73%	68%	79%	94%	93%	100%	88%	80%	88%	76%	100%	92%	83%	73%	82%	44%	82%
FY-10	84%	84%	67%	71%	94%	85%	80%	95%	88%	85%	88%	89%	77%	79%	88%	89%	73%	90%	81%	78%	83%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

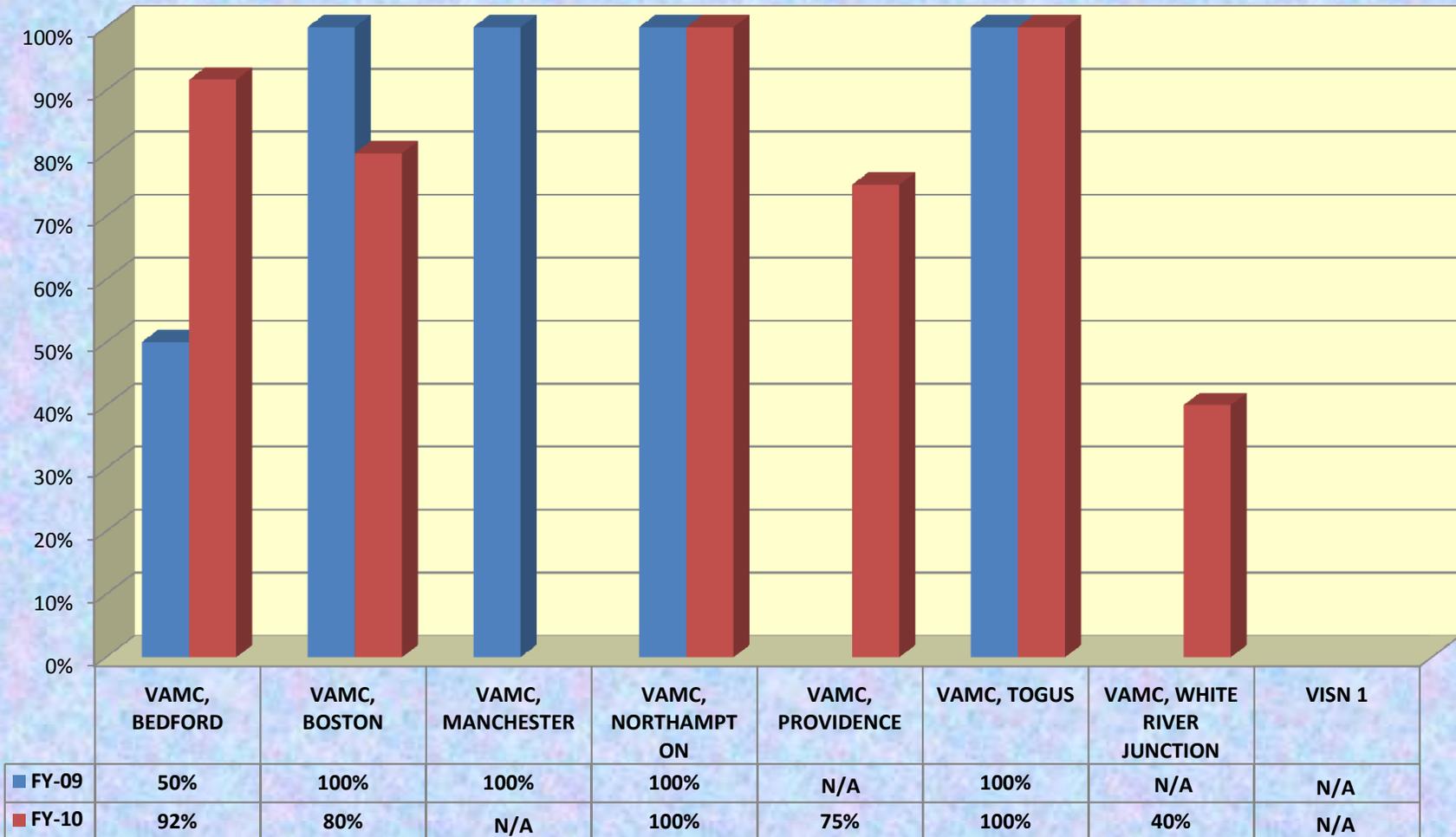
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 1



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

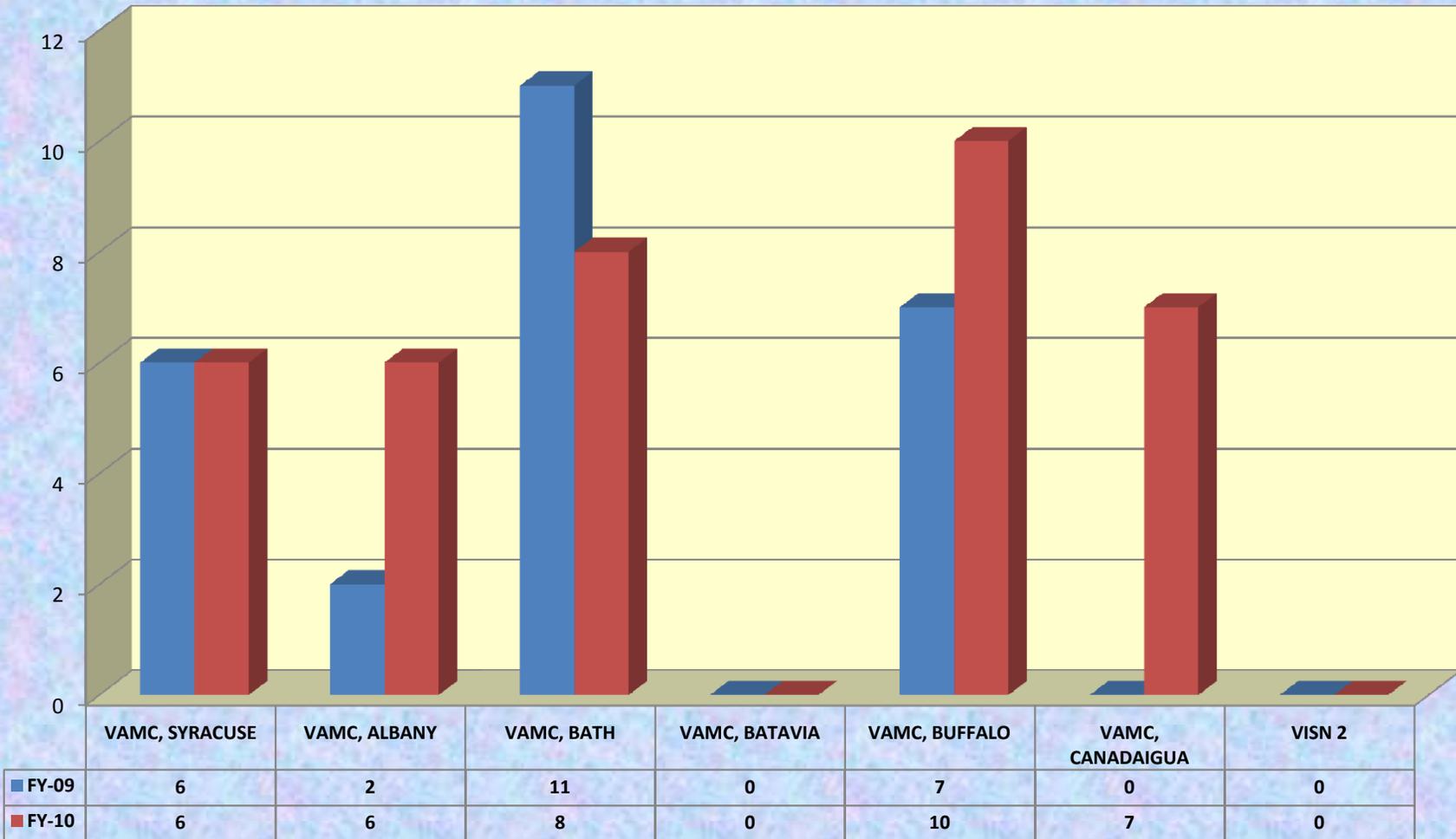
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 1



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

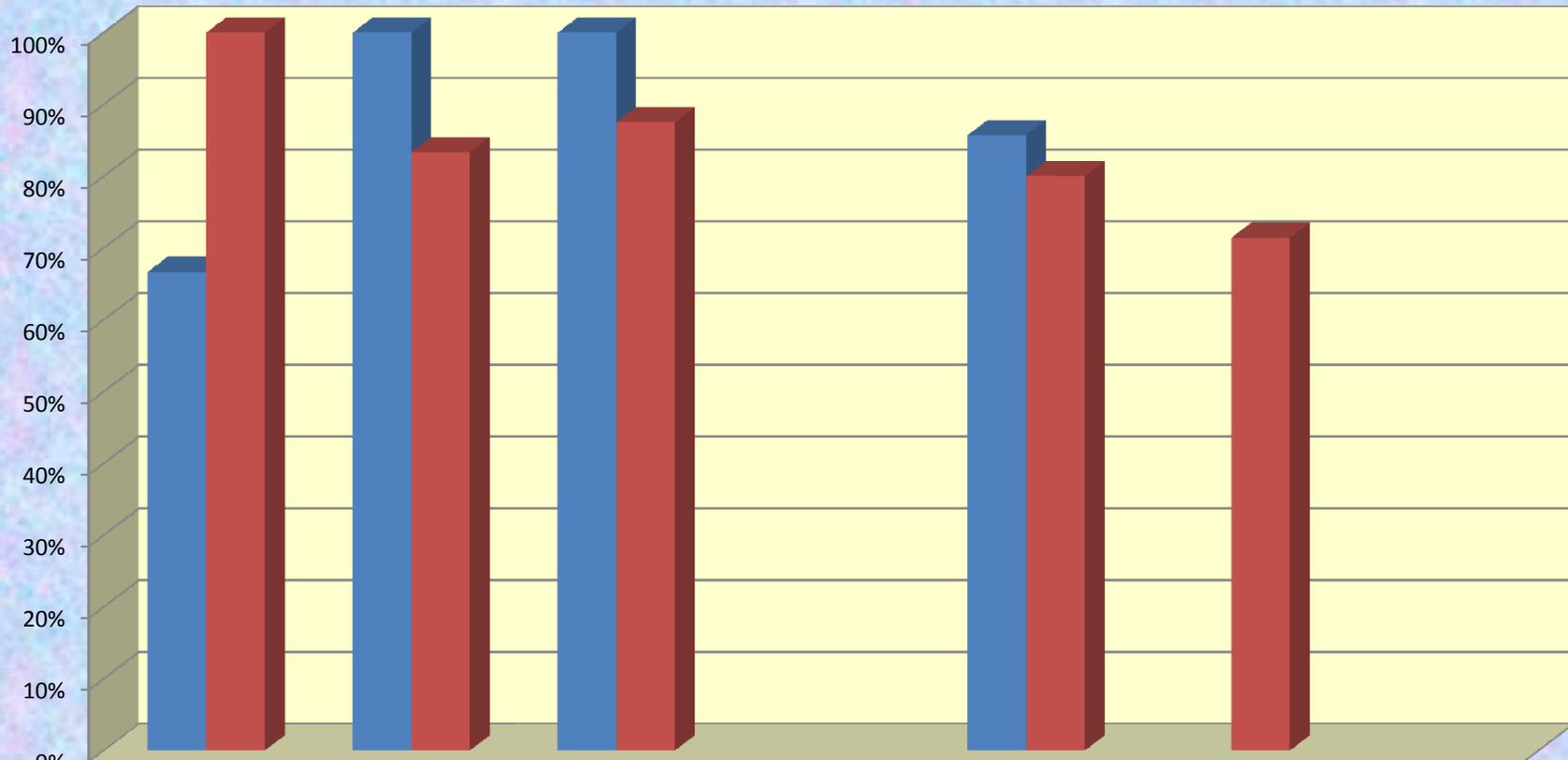
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 2



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 2

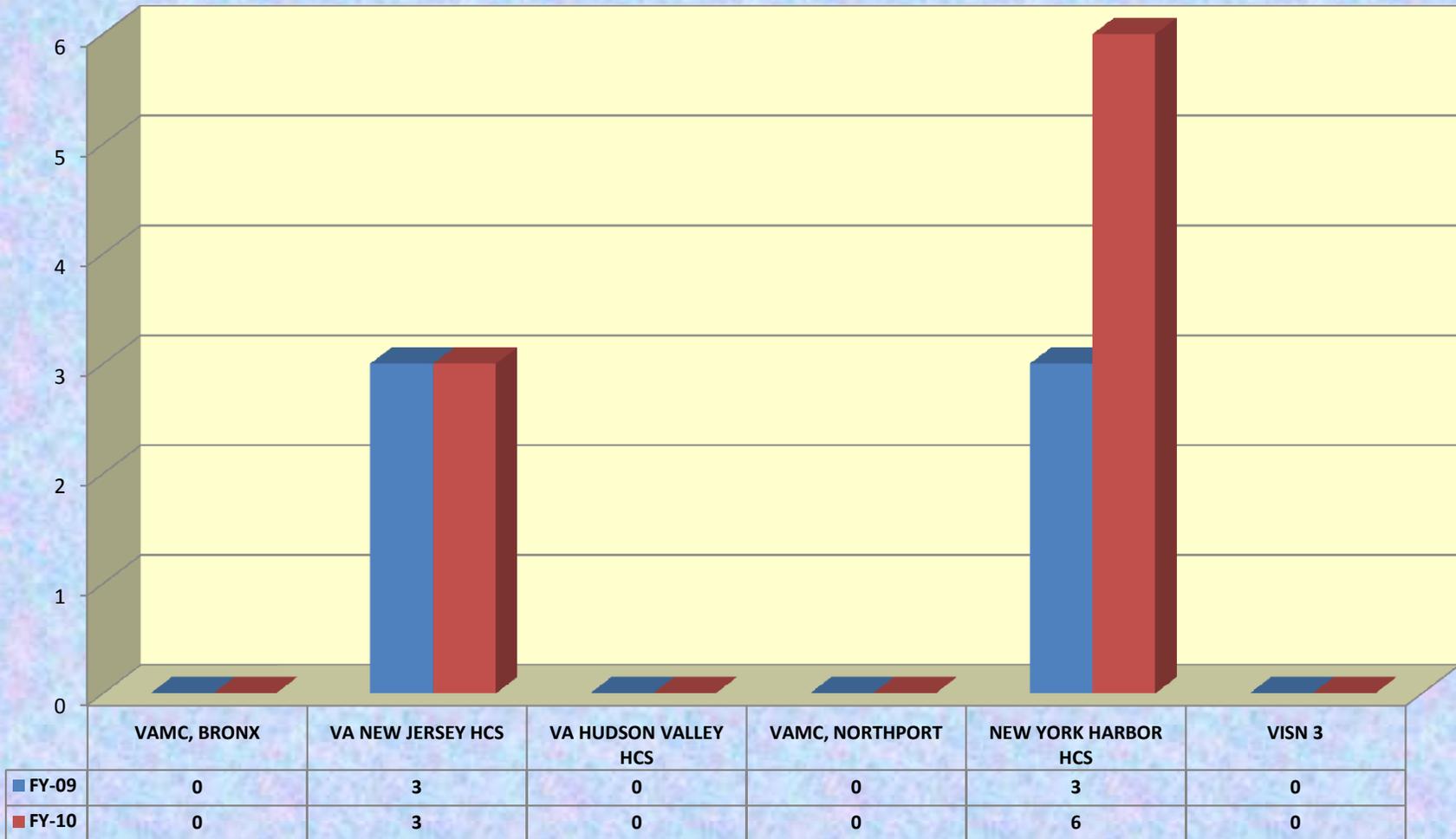


	VAMC, SYRACUSE	VAMC, ALBANY	VAMC, BATH	VAMC, BATAVIA	VAMC, BUFFALO	VAMC, CANADAIGUA	VISN 2
FY-09	67%	100%	100%	N/A	86%	N/A	N/A
FY-10	100%	83%	88%	N/A	80%	71%	N/A

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

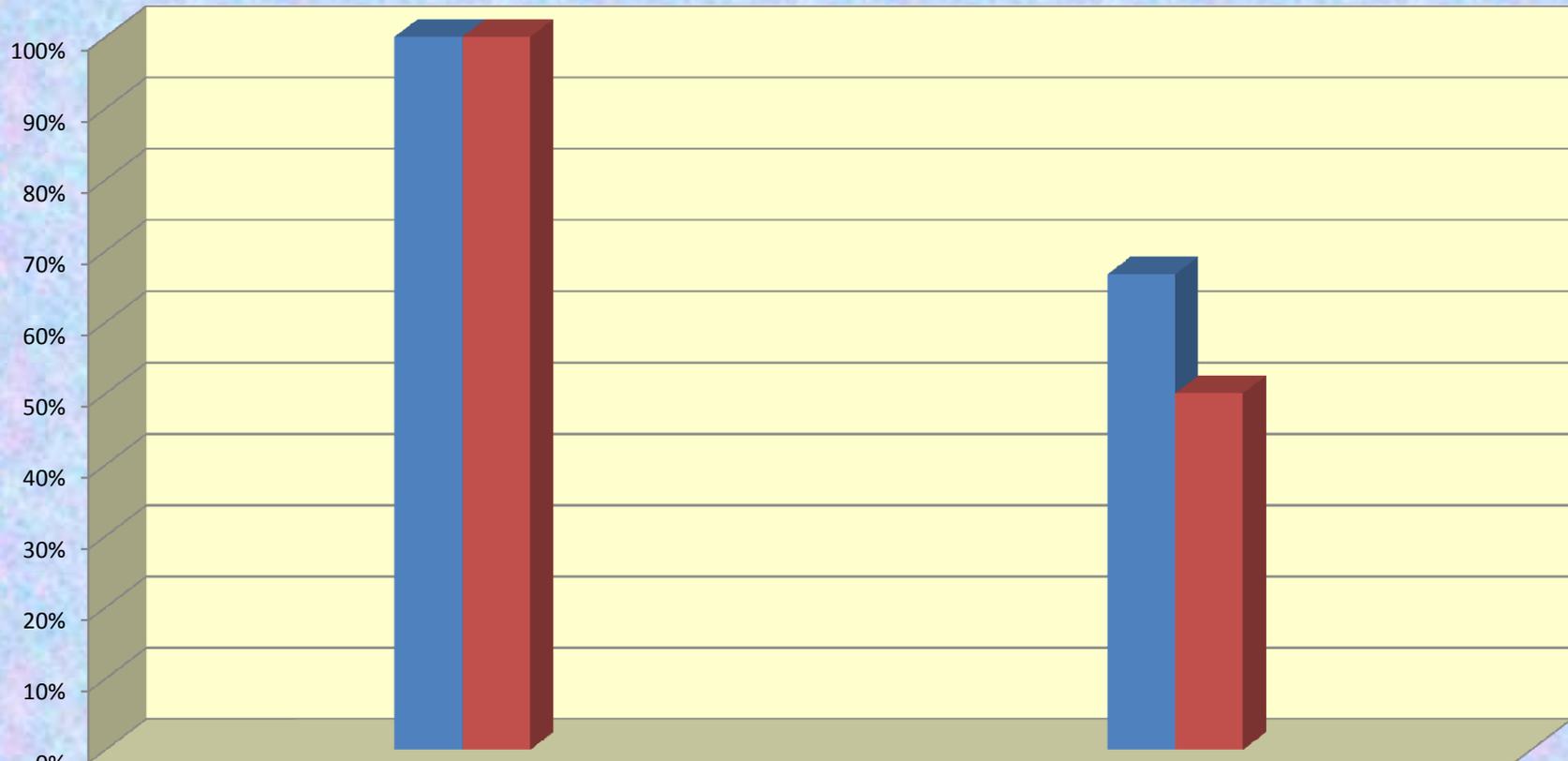
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 3



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 3

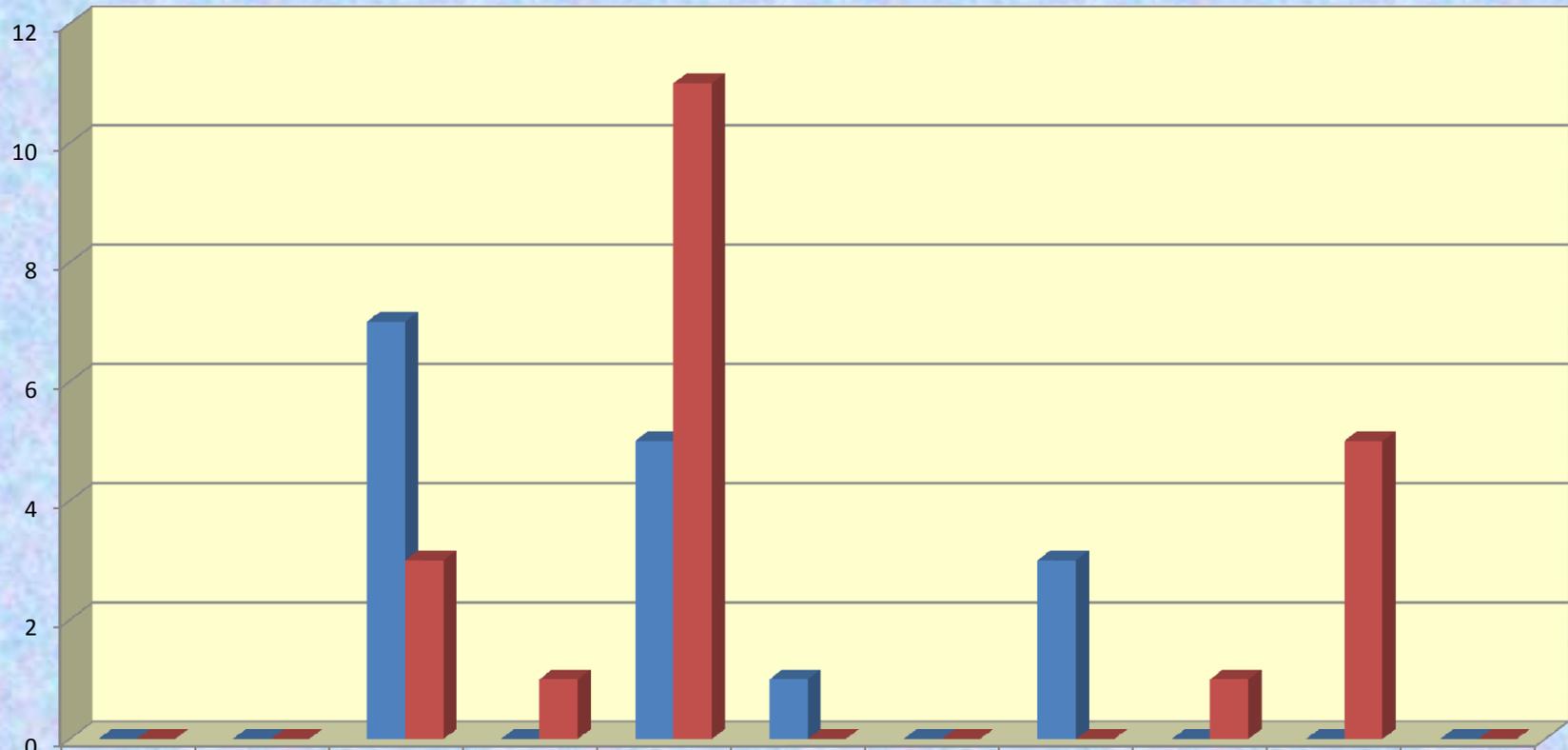


	VAMC, BRONX	VA NEW JERSEY HCS	VA HUDSON VALLEY HCS	VAMC, NORTHPORT	NEW YORK HARBOR HCS	VISN 3
FY-09	N/A	100%	N/A	N/A	67%	N/A
FY-10	N/A	100%	N/A	N/A	50%	N/A

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 4



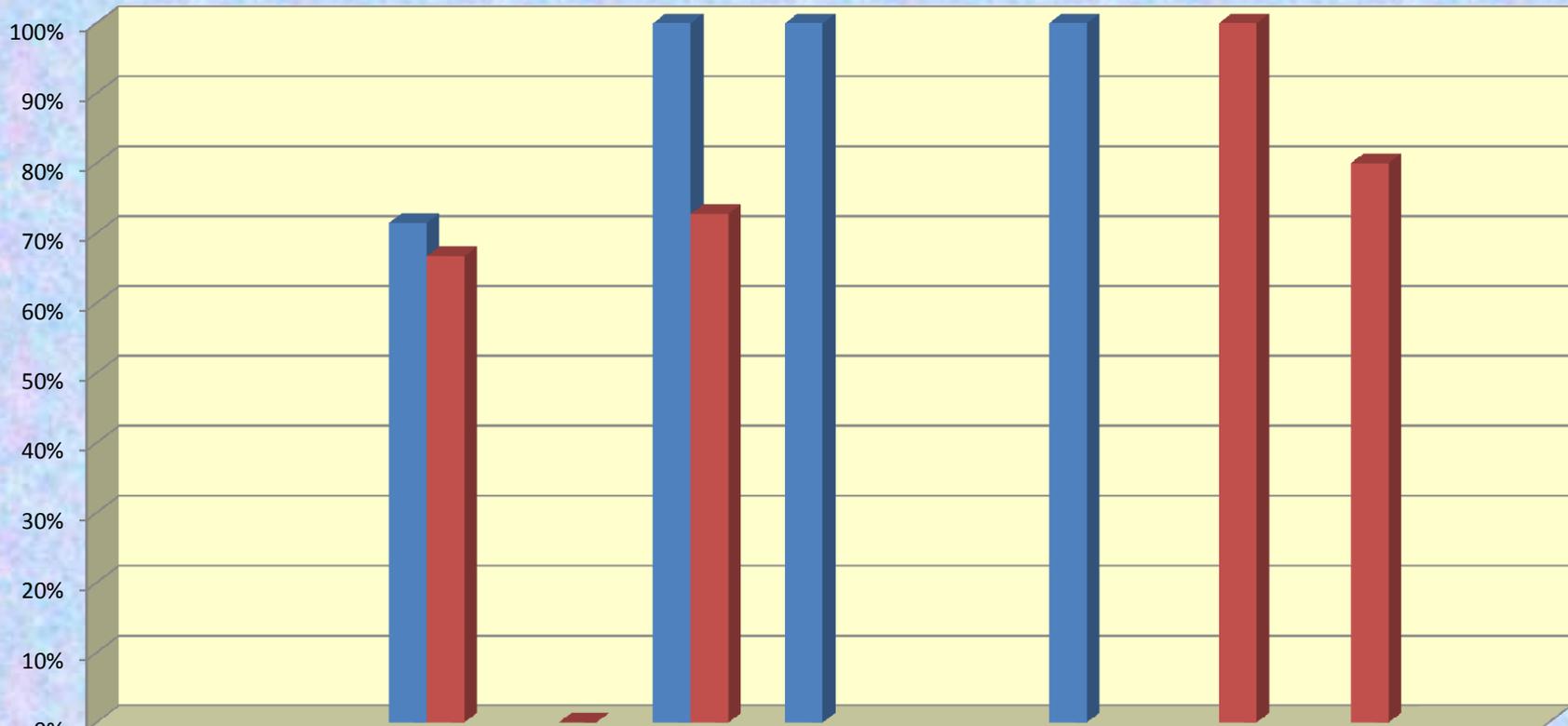
■ Series1
■ Series2

	VA PITTSBURGH HCS	VAMC, ALTOONA	VAMC, BUTLER	VAMC, CLARKSBURG	VAMC, COATESVILLE	VAMC, ERIE	VAMC, LEBANON	VAMC, PHILADELPHIA	VAMC, WILKES-BARRE	VAMC, WILMINGTON	VISN 4
Series1	0	0	7	0	5	1	0	3	0	0	0
Series2	0	0	3	1	11	0	0	0	1	5	0

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 4

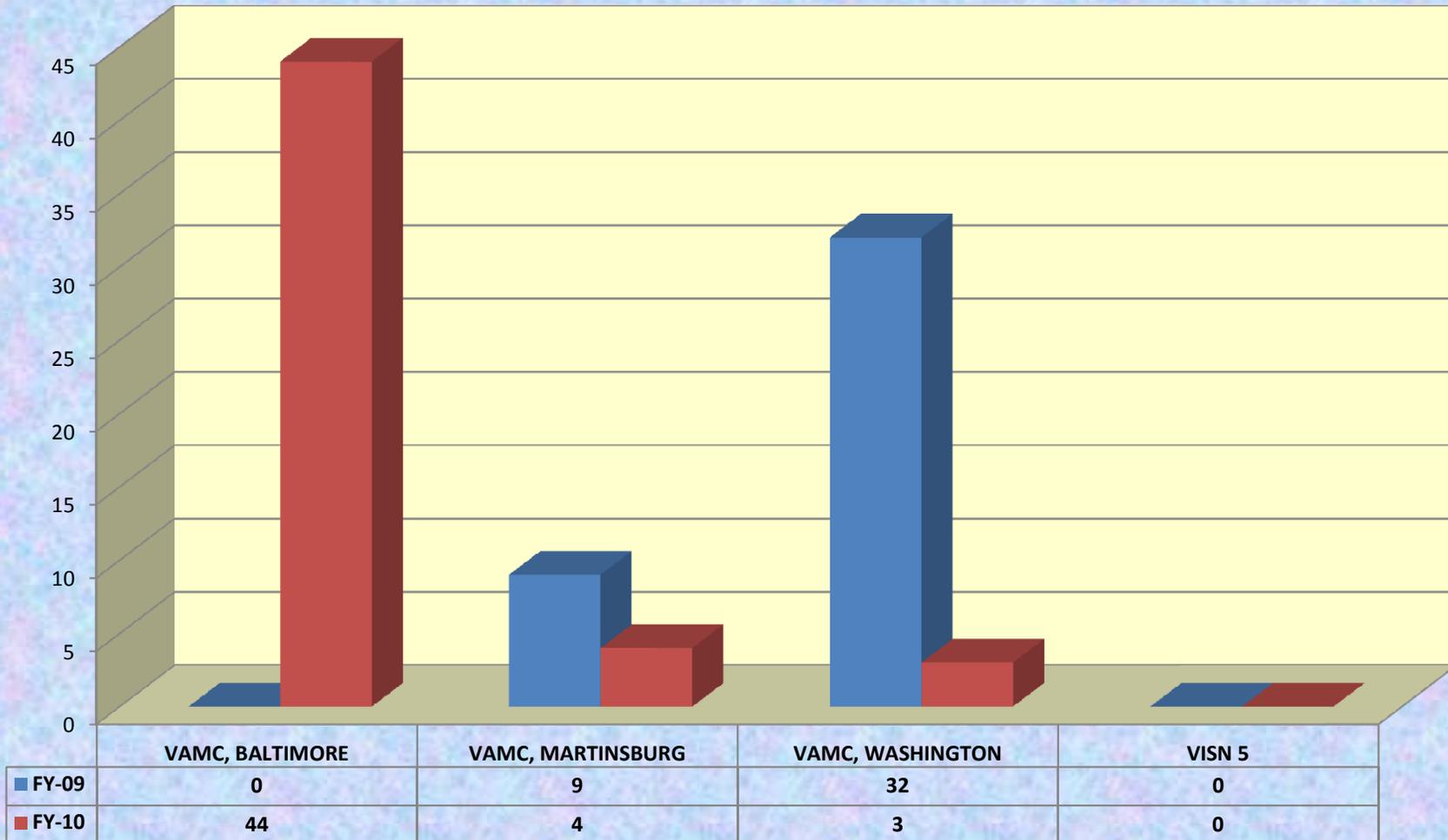


	VA PITTSBURGH HCS	VAMC, ALTOONA	VAMC, BUTLER	VAMC, CLARKSBURG	VAMC, COATESVILLE	VAMC, ERIE	VAMC, LEBANON	VAMC, PHILADELPHIA	VAMC, WILKES-BARRE	VAMC, WILMINGTON	VISN 4
FY-09	N/A	N/A	71%	N/A	100%	100%	N/A	100%	N/A	N/A	N/A
FY-10	N/A	N/A	67%	0%	73%	N/A	N/A	N/A	100%	80%	N/A

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

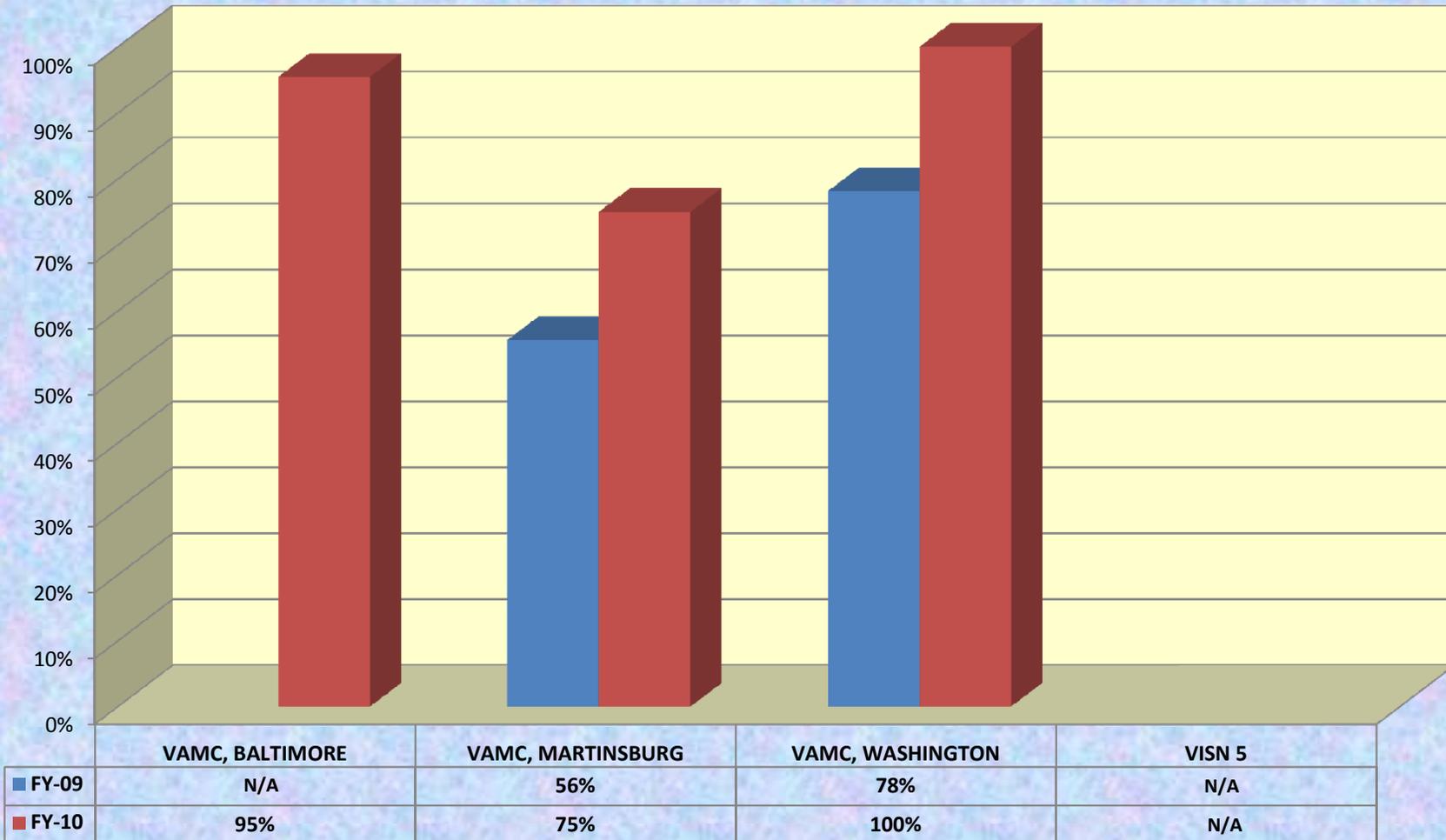
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 5



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

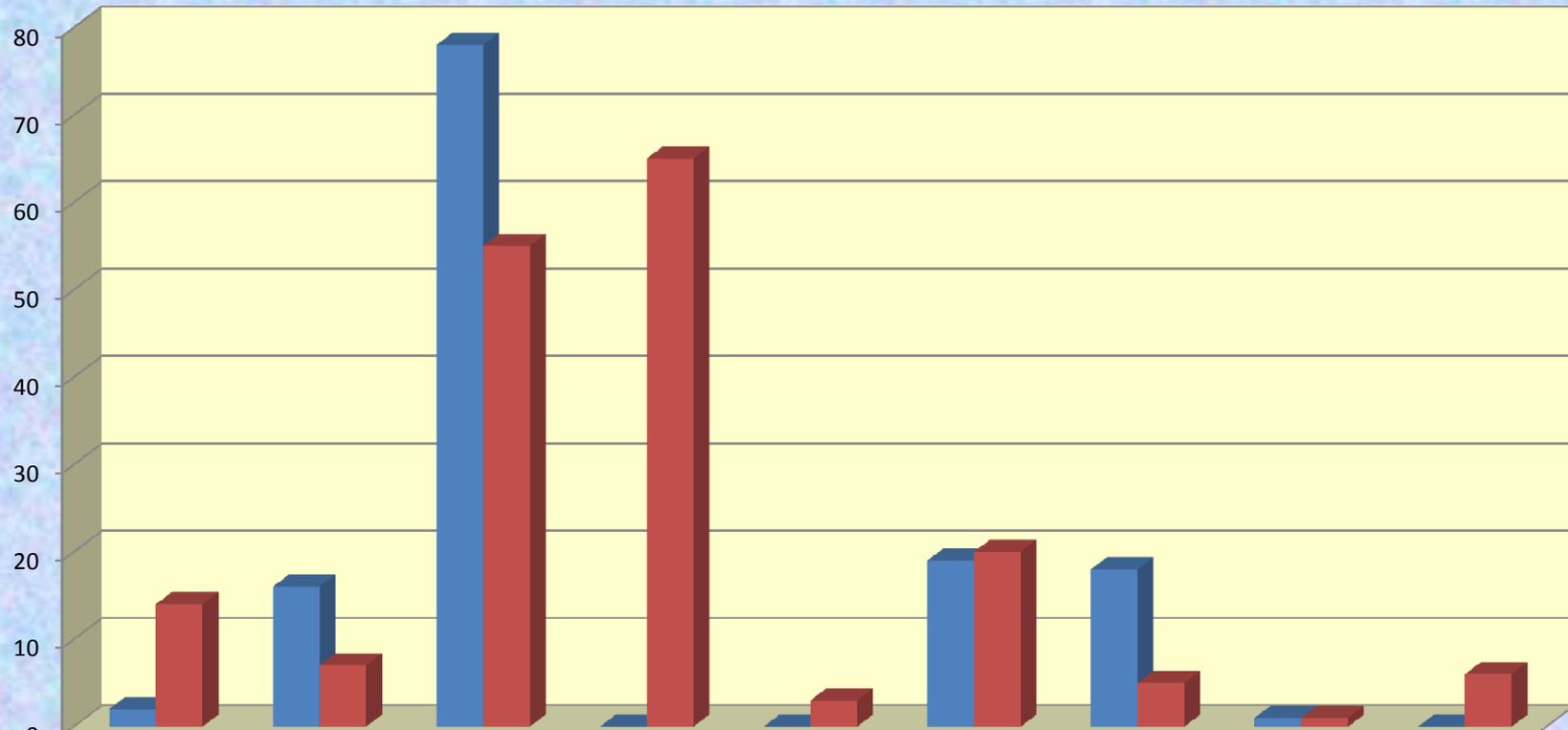
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 5



Data Source: ADRTacker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 6

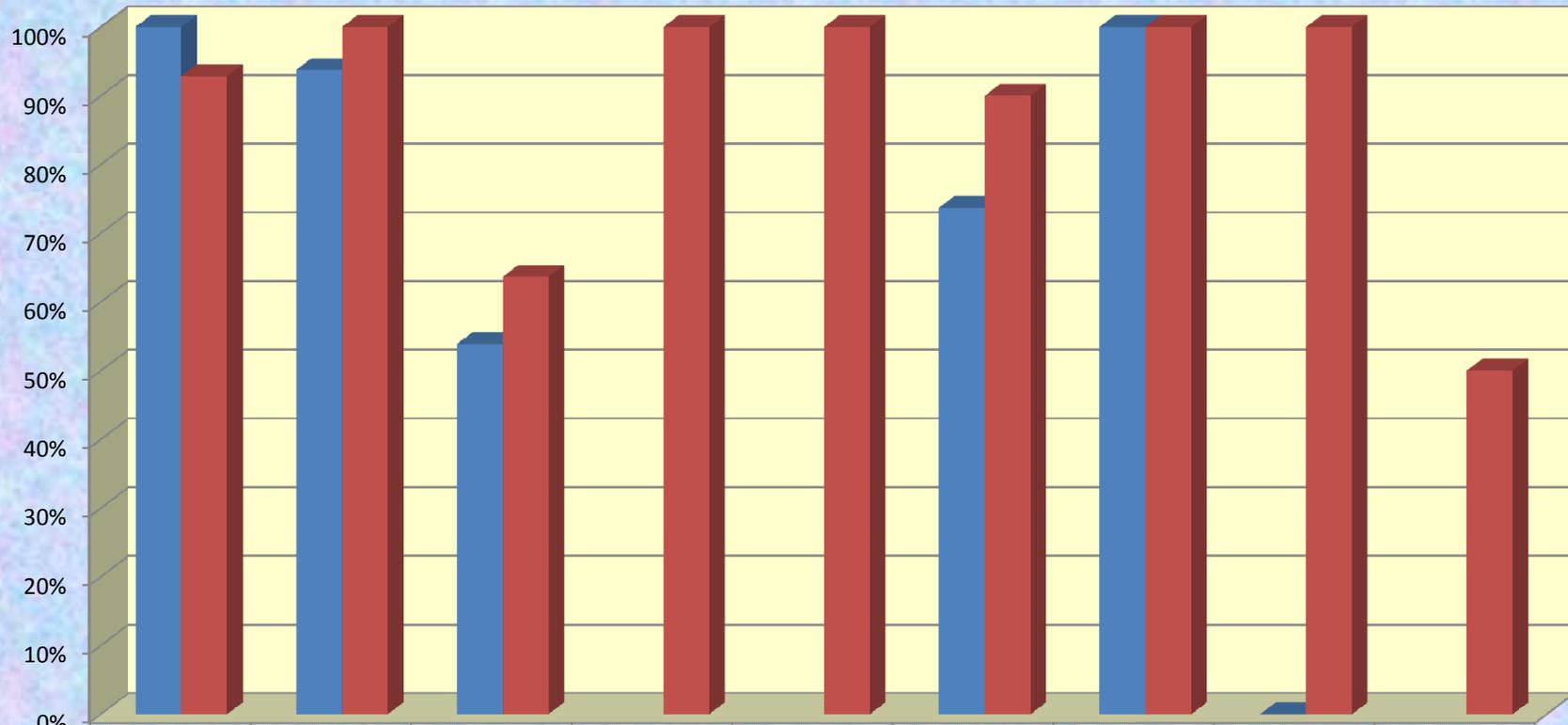


	VAMC, ASHEVILLE	VAMC, BECKLEY	VAMC, DURHAM	VAMC, FAYETTEVILLE, NC	VAMC, HAMPTON	VAMC, RICHMOND	VAMC, SALEM	VAMC, SALISBURY	VISN 6
FY-09	2	16	78	0	0	19	18	1	0
FY-10	14	7	55	65	3	20	5	1	6

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 6

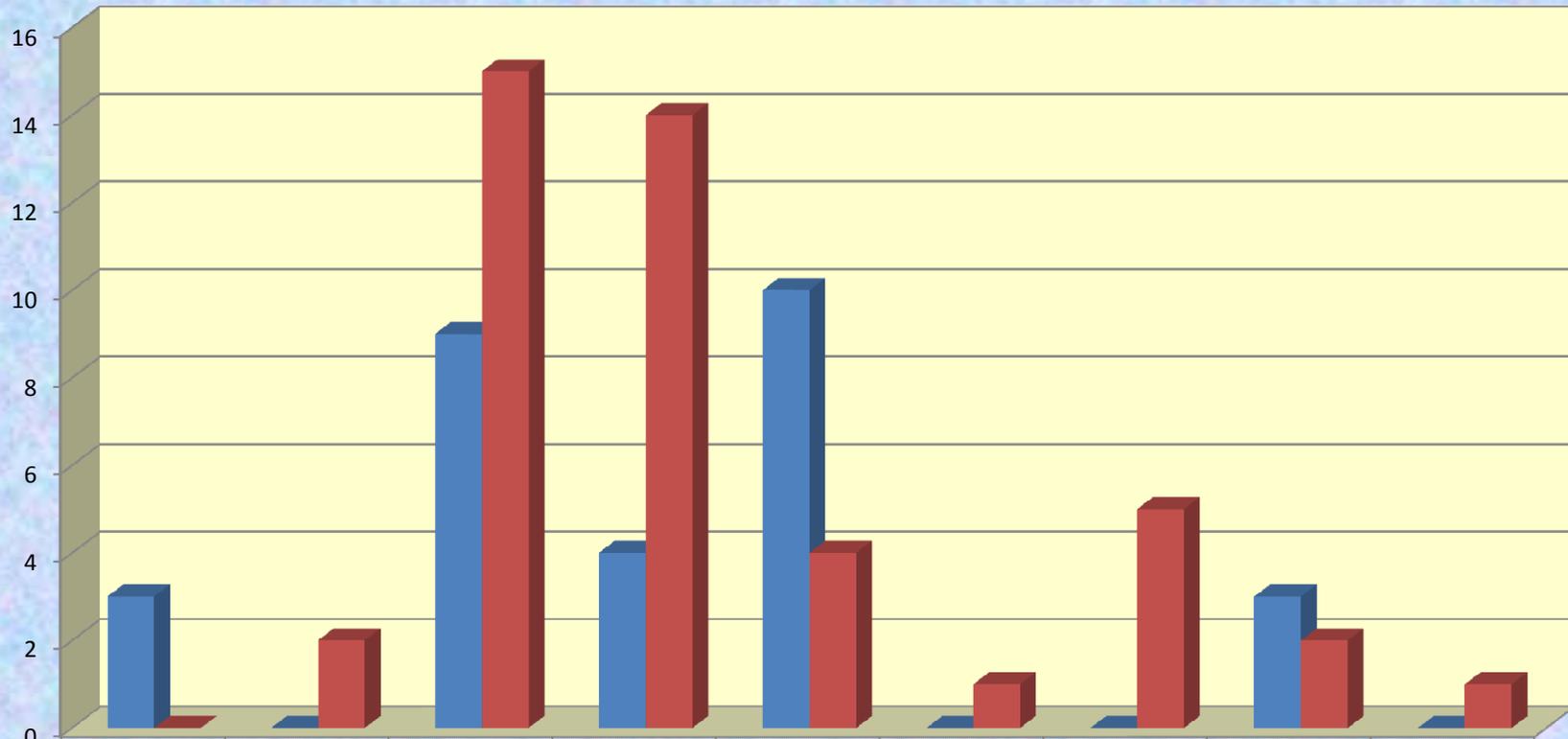


	VAMC, ASHEVILLE	VAMC, BECKLEY	VAMC, DURHAM	VAMC, FAYETTEVILLE, NC	VAMC, HAMPTON	VAMC, RICHMOND	VAMC, SALEM	VAMC, SALISBURY	VISN 6
FY-09	100%	94%	54%	N/A	N/A	74%	100%	0%	N/A
FY-10	93%	100%	64%	100%	100%	90%	100%	100%	50%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 7

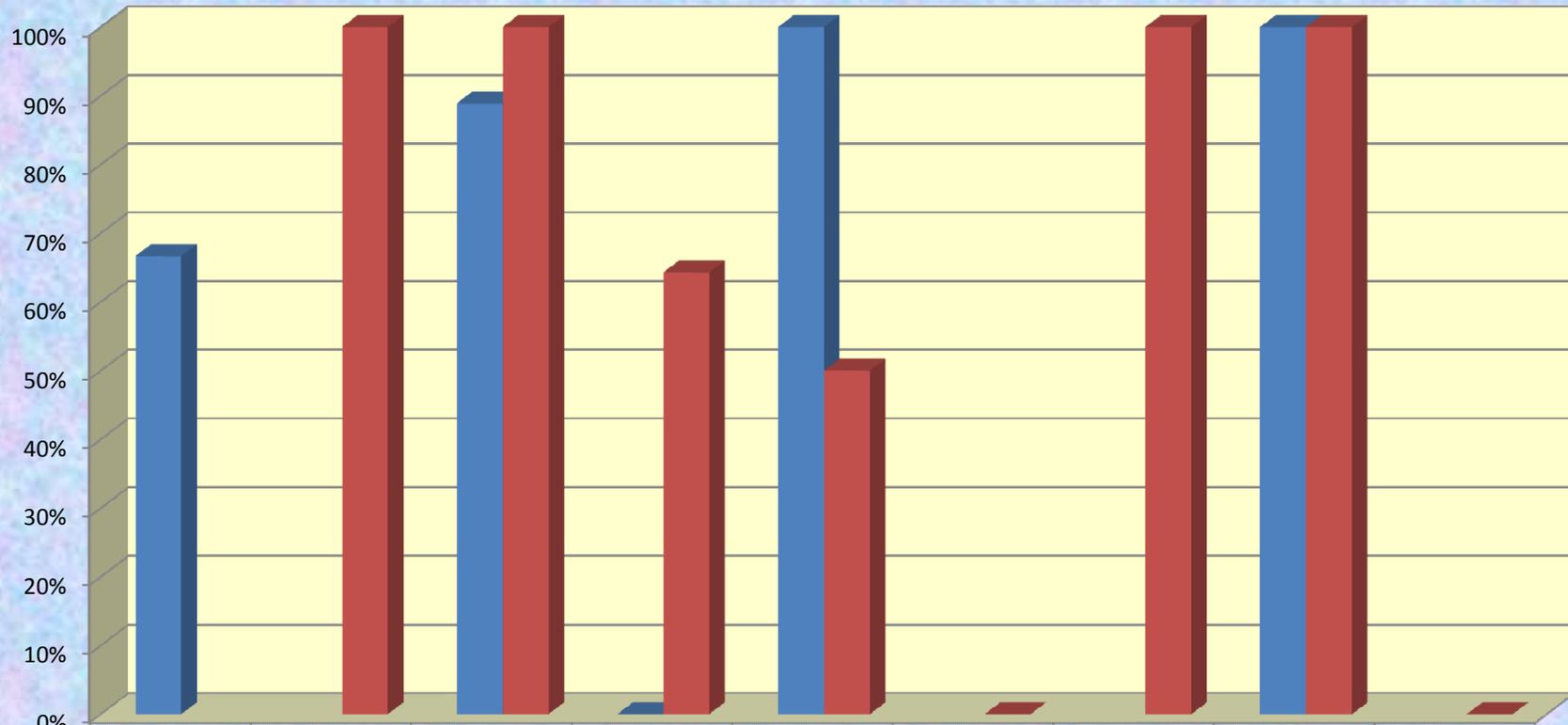


	VAMC, AUGUSTA	VAMC, BIRMINGHAM	VAMC, CHARLESTON	VAMC, COLUMBIA, SC	VAMC, DECATUR	VAMC, DUBLIN	CENTRAL ALABAMA HCS	VAMC, TUSCALOOSA	VISN 7
■ FY-09	3	0	9	4	10	0	0	3	0
■ FY-10	0	2	15	14	4	1	5	2	1

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 7

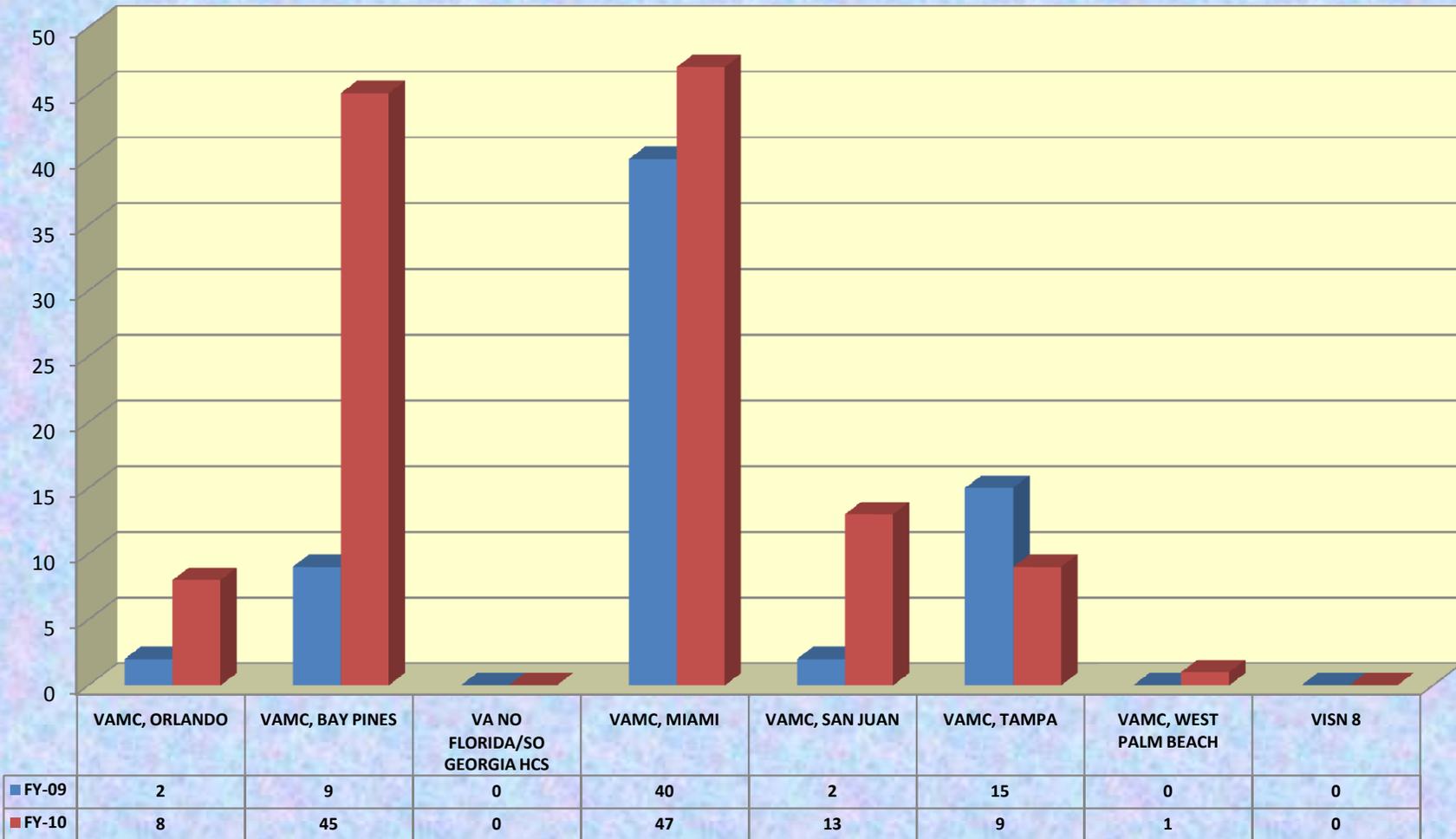


	VAMC, AUGUSTA	VAMC, BIRMINGHAM	VAMC, CHARLESTON	VAMC, COLUMBIA, SC	VAMC, DECATUR	VAMC, DUBLIN	CENTRAL ALABAMA HCS	VAMC, TUSCALOOSA	VISN 7
■ FY-09	67%	N/A	89%	0%	100%	N/A	N/A	100%	N/A
■ FY-10	N/A	100%	100%	64%	50%	0%	100%	100%	0%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

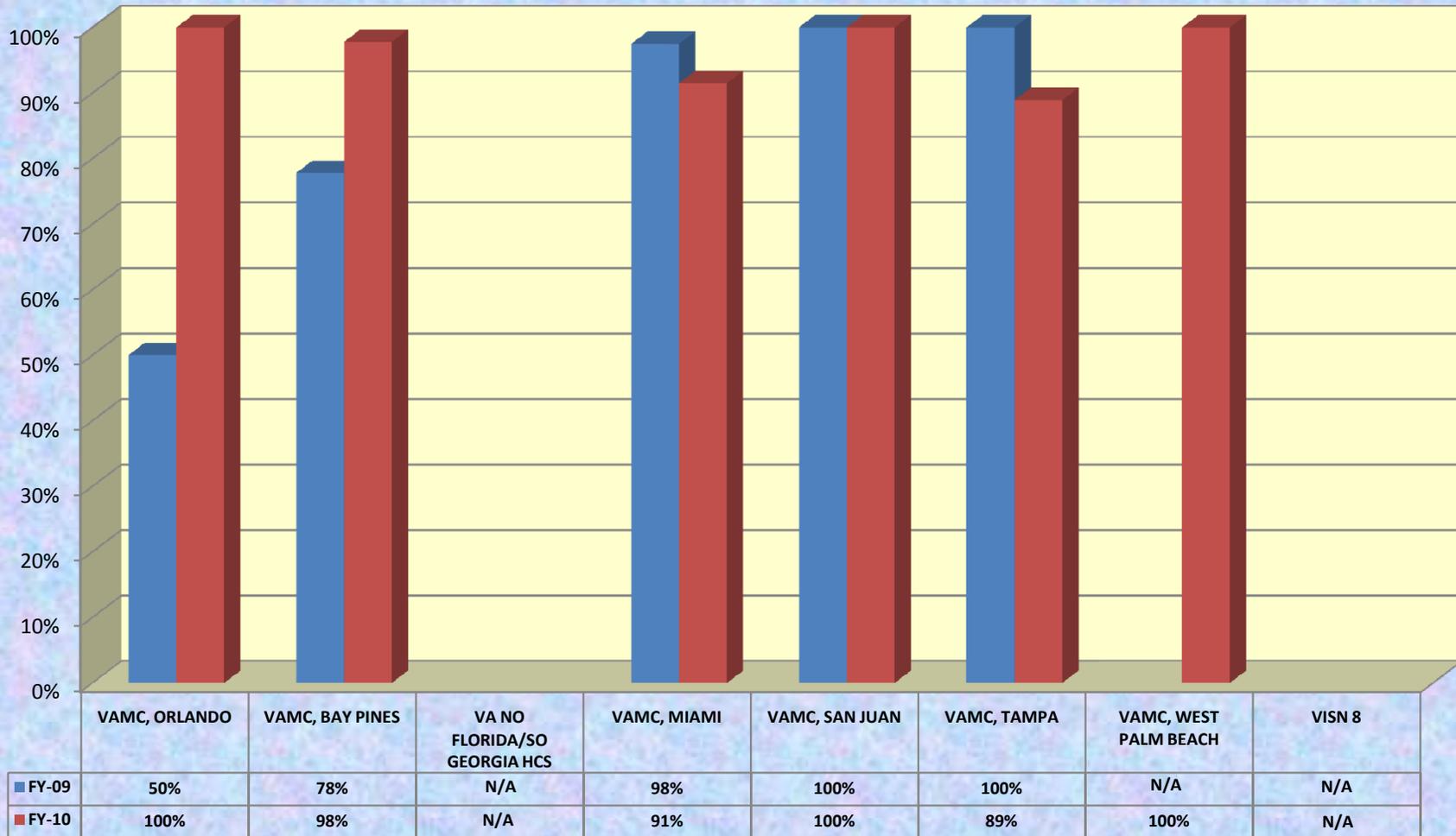
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 8



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

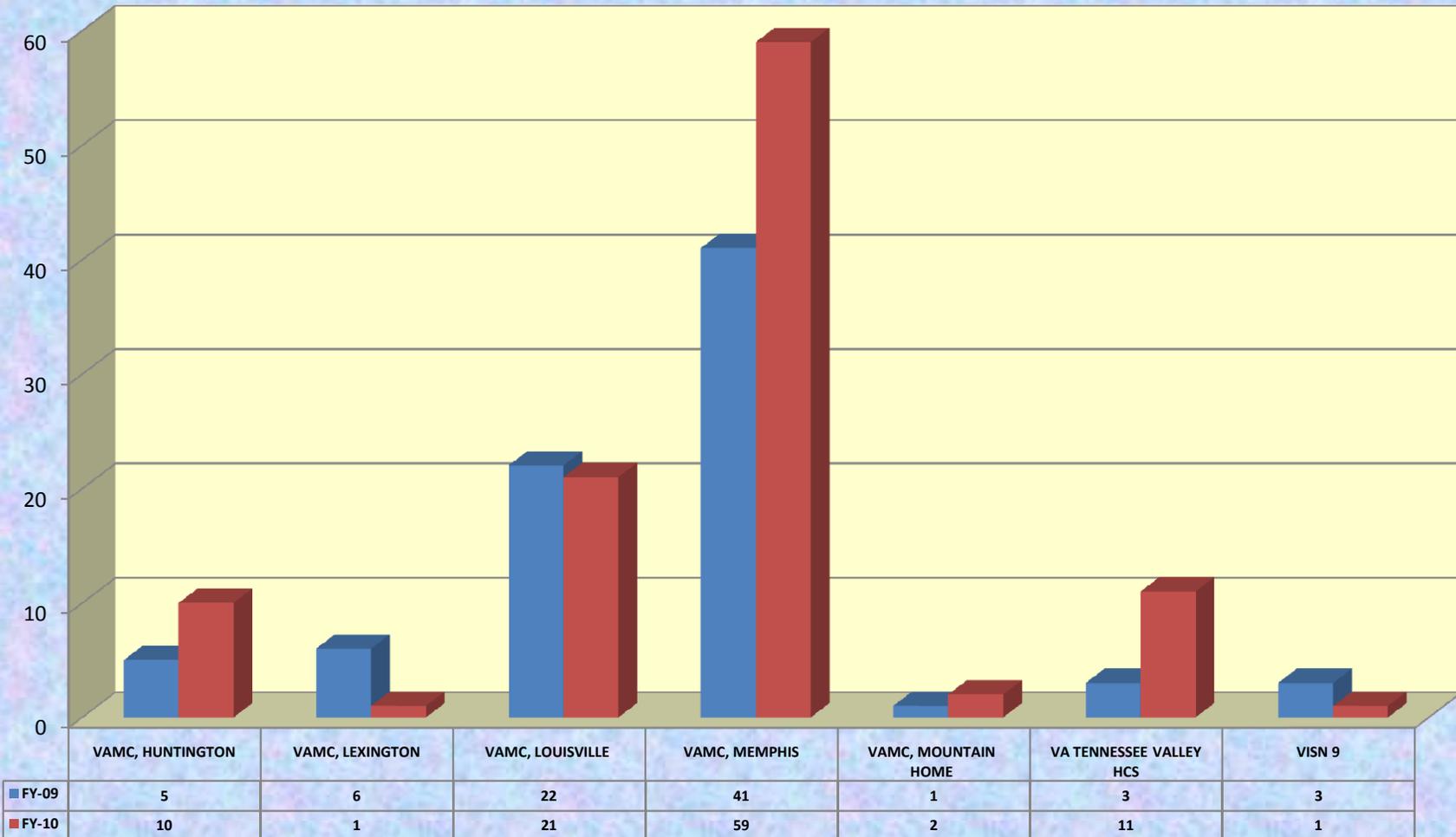
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 8



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

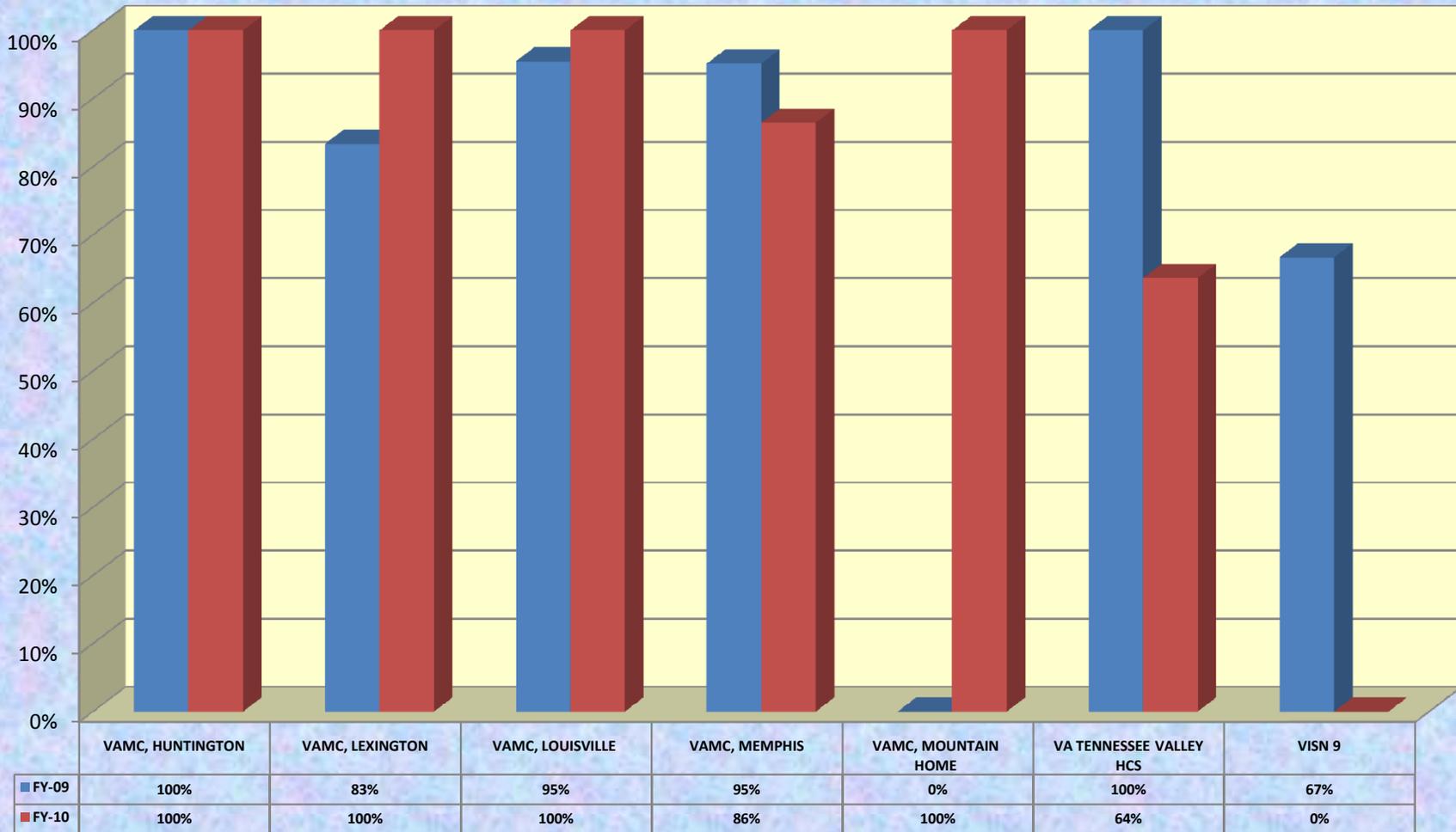
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 9



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

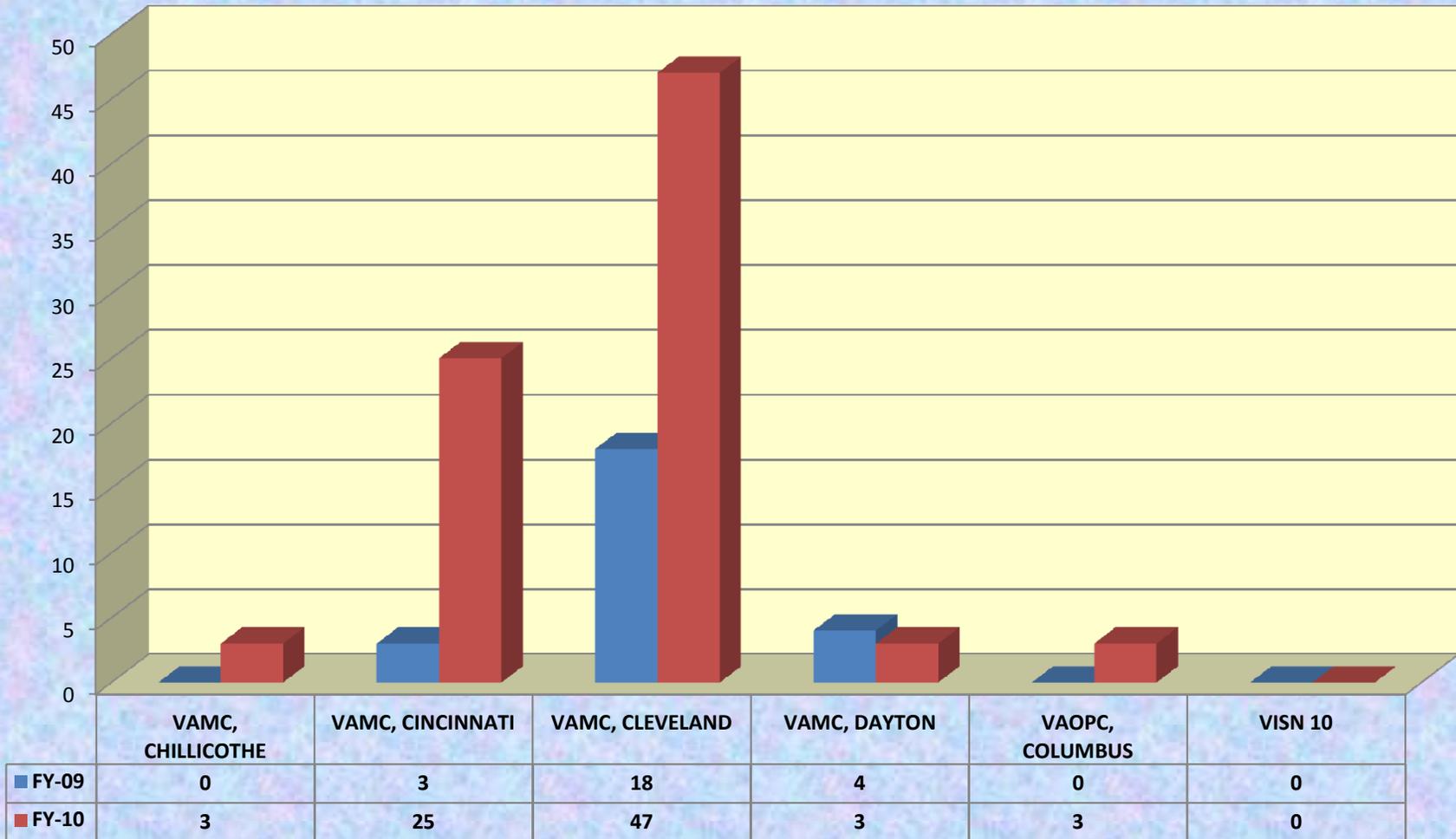
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 9



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

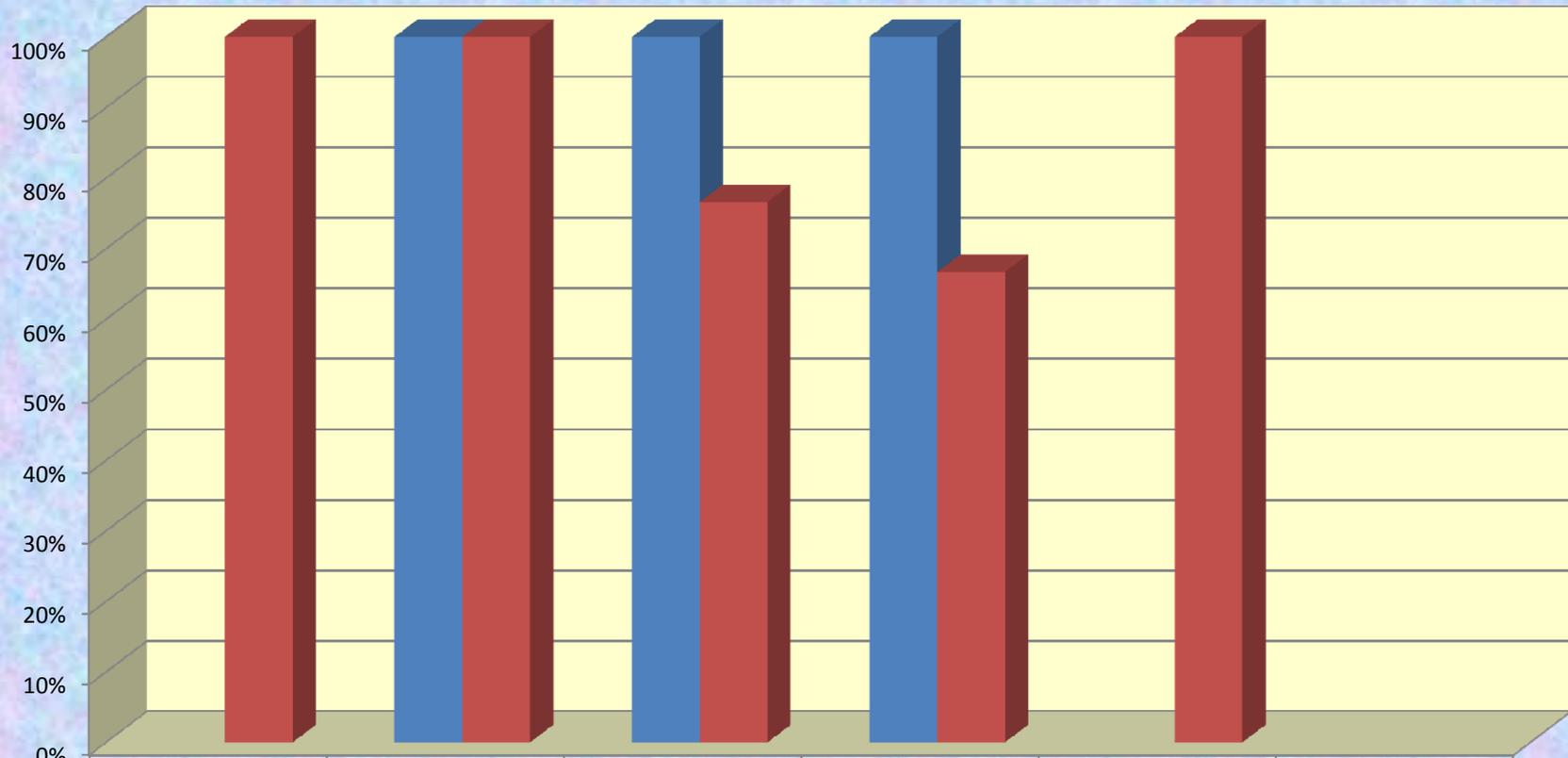
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 10



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 10

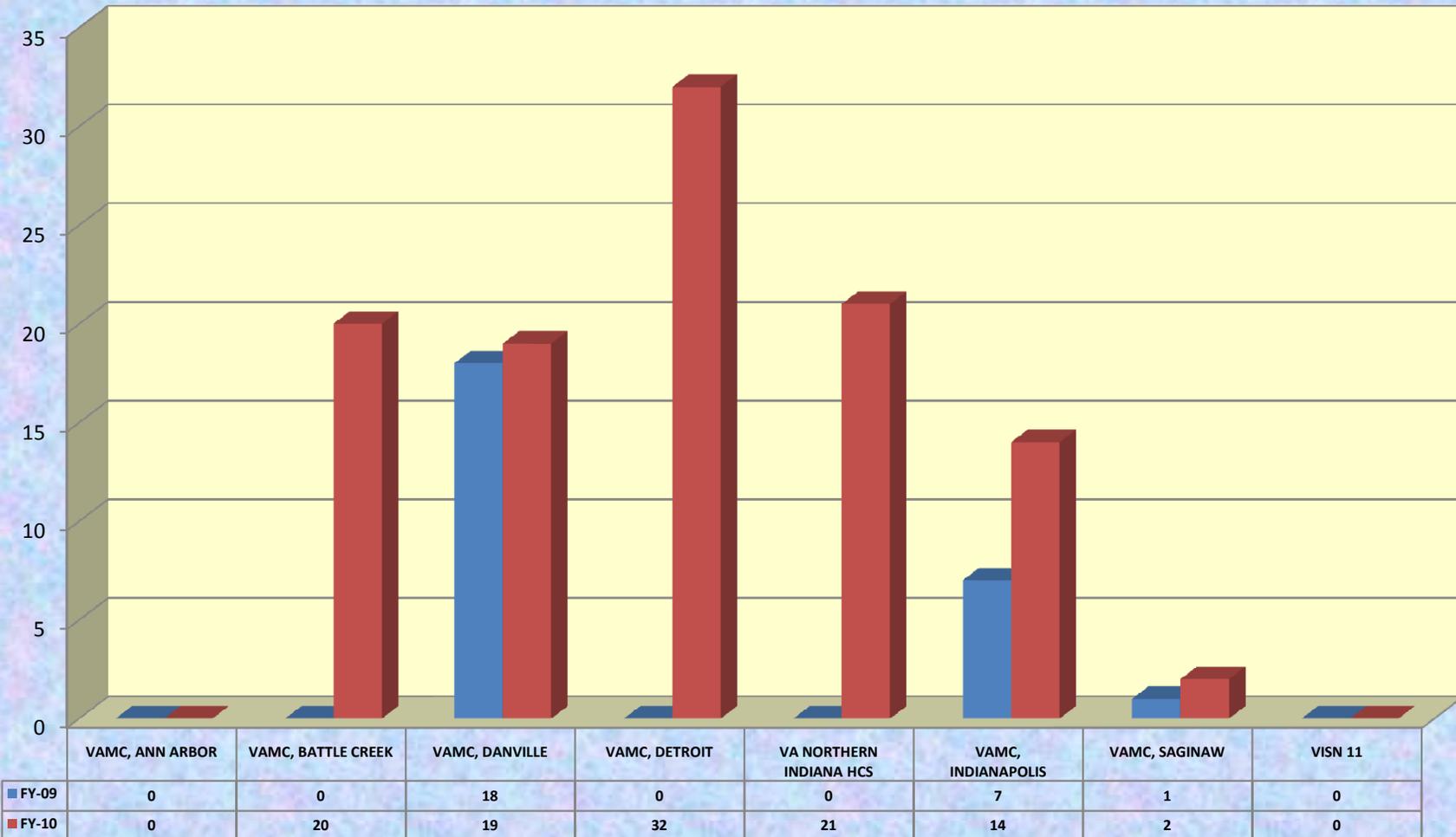


	VAMC, CHILlicothe	VAMC, CINCINNATI	VAMC, CLEVELAND	VAMC, DAYTON	VAOPC, COLUMBUS	VISN 10
■ FY-09	N/A	100%	100%	100%	N/A	N/A
■ FY-10	100%	100%	77%	67%	100%	N/A

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

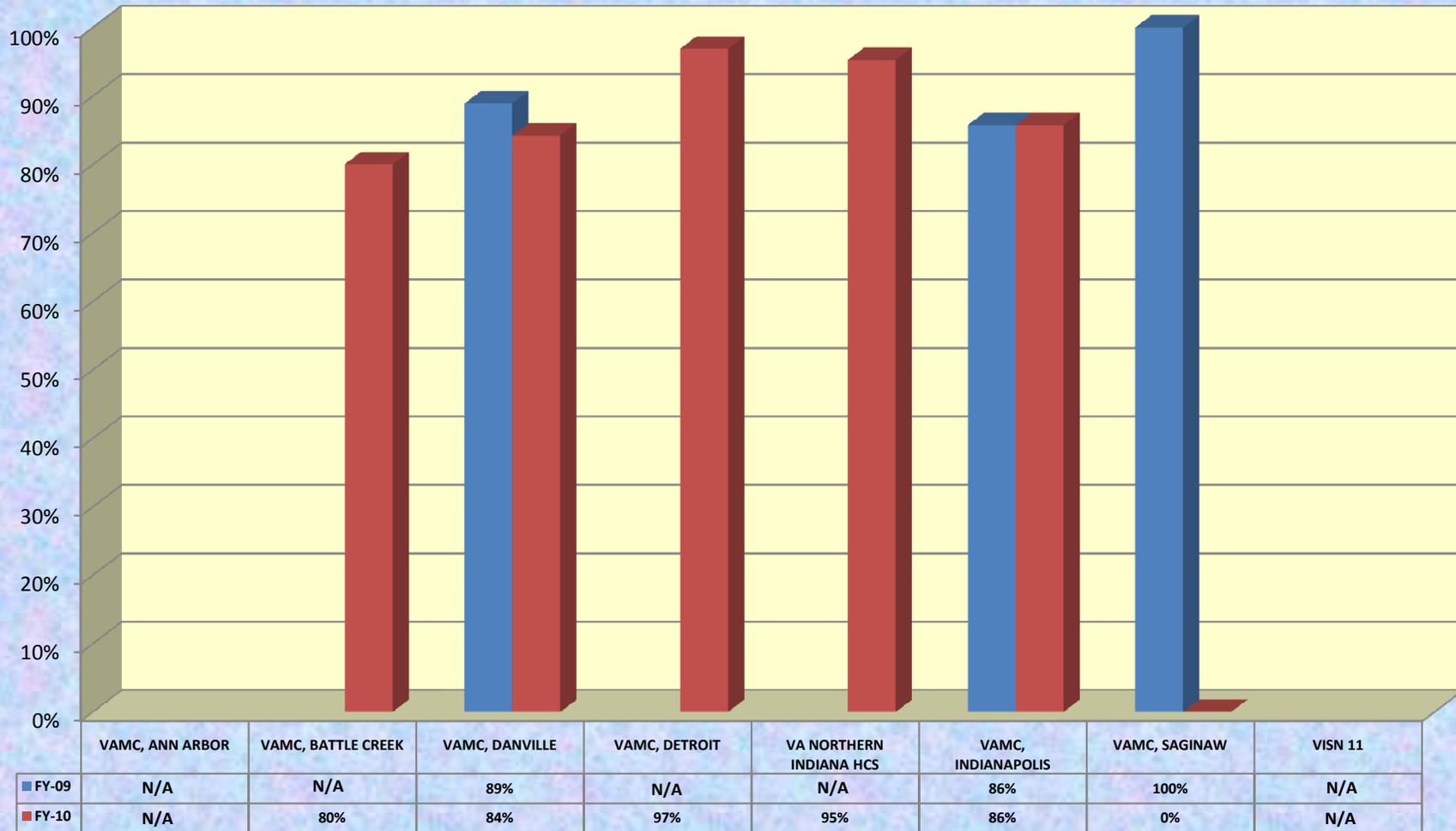
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 11



Data Source: ADTracker System

FY-09 and FY-10 Data as of 10/07/10

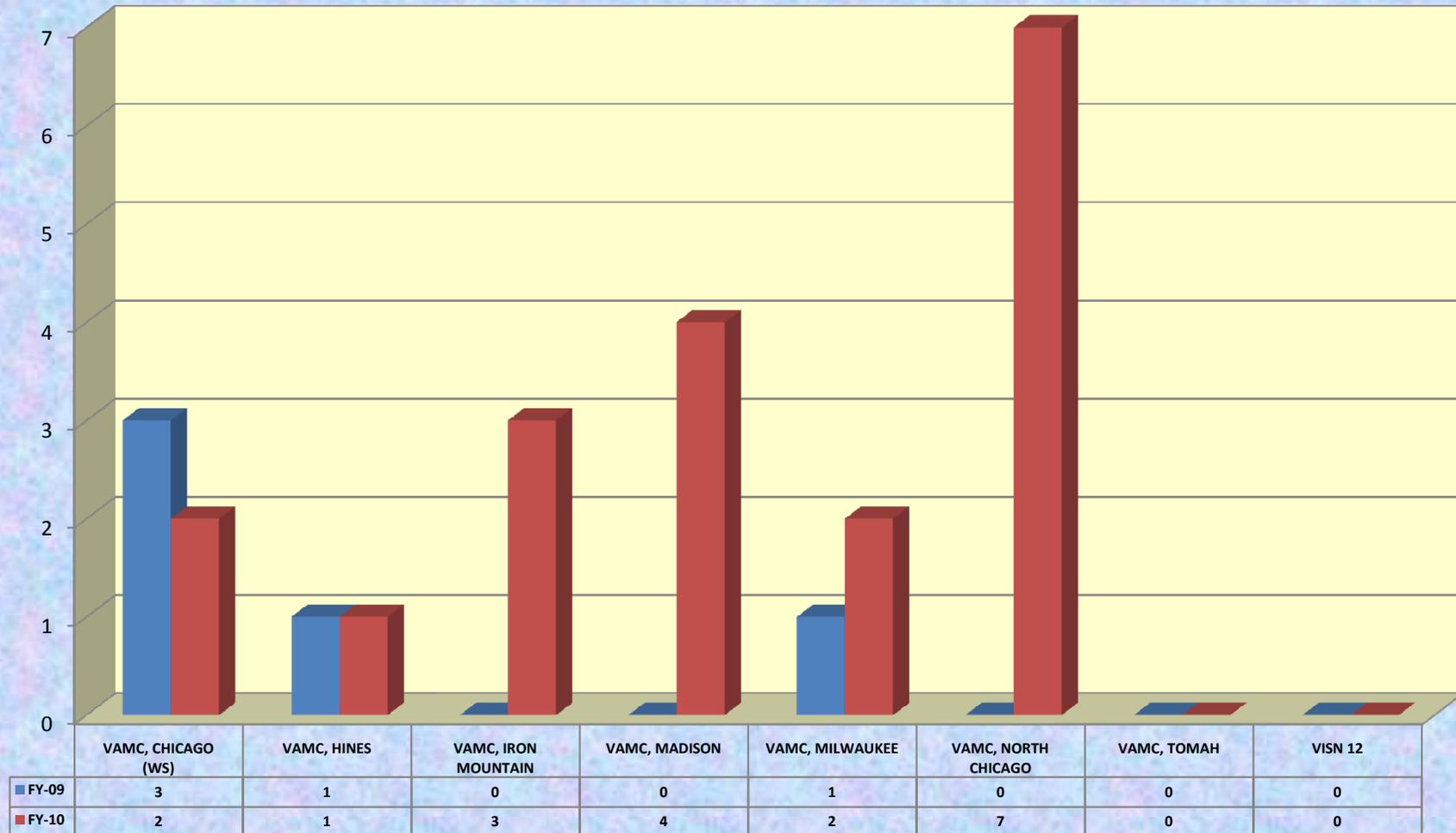
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 11



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

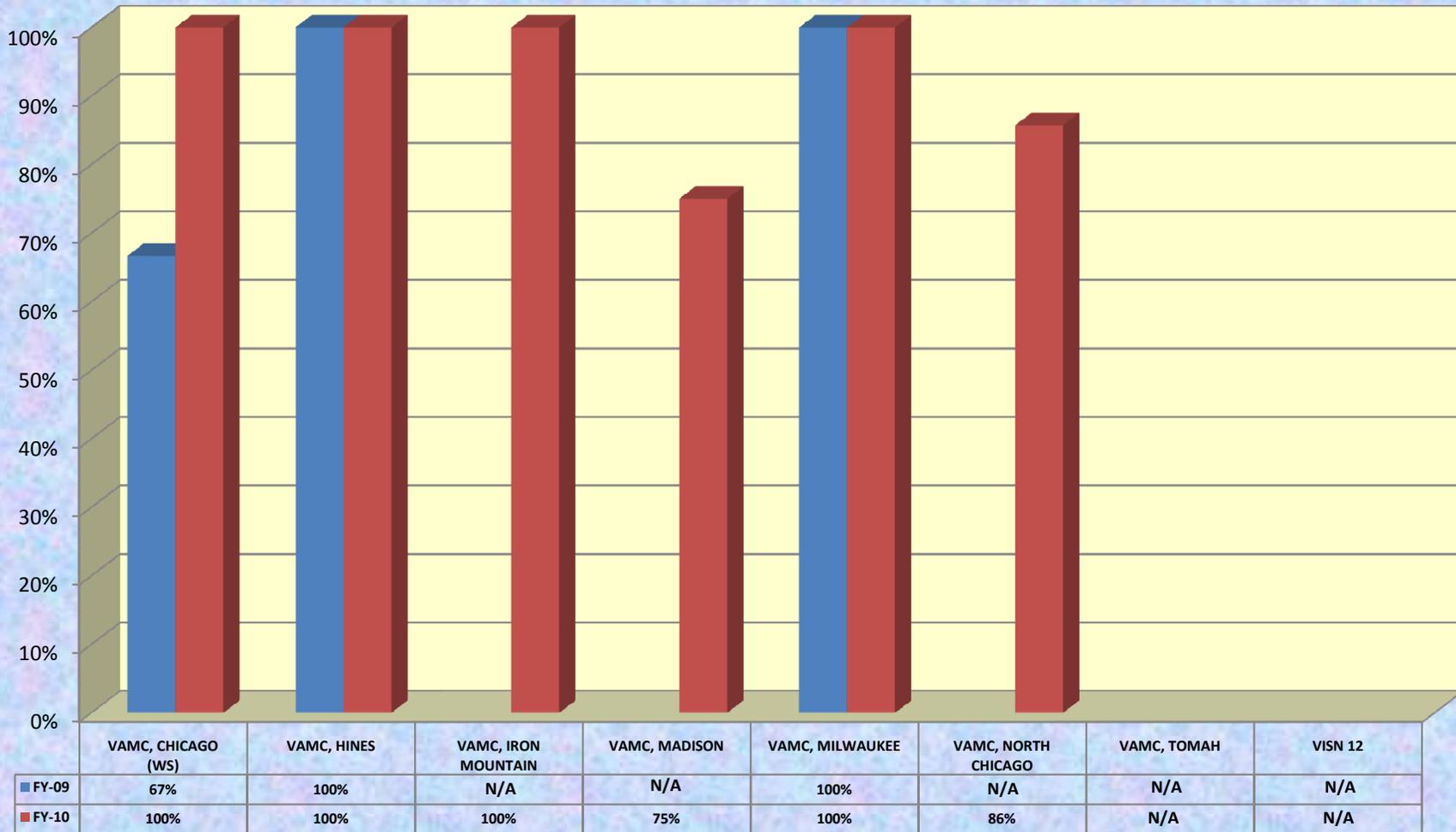
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 12



Data Source: ADTracker System

FY-09 and FY-10 Data as of 10/07/10

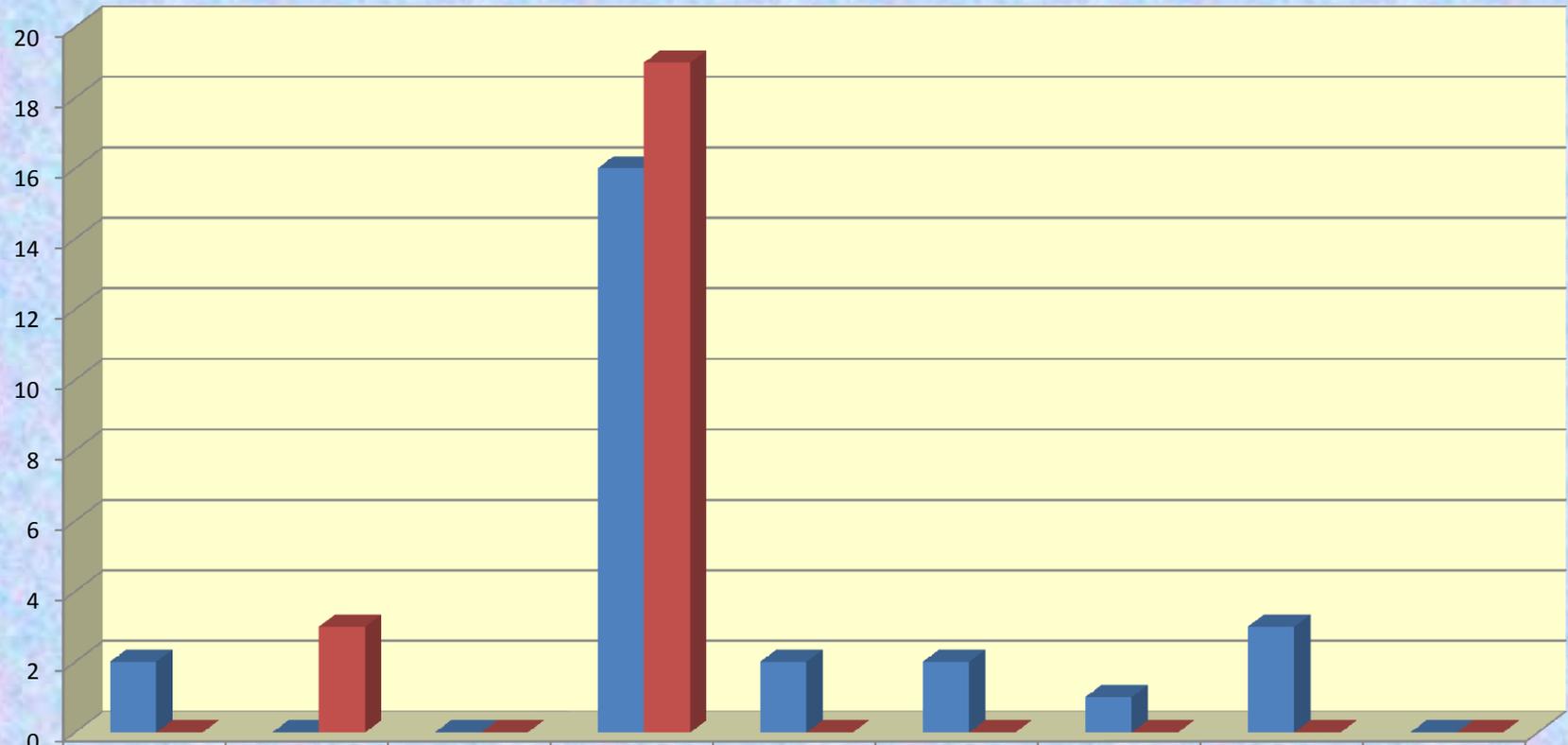
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 12



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 15

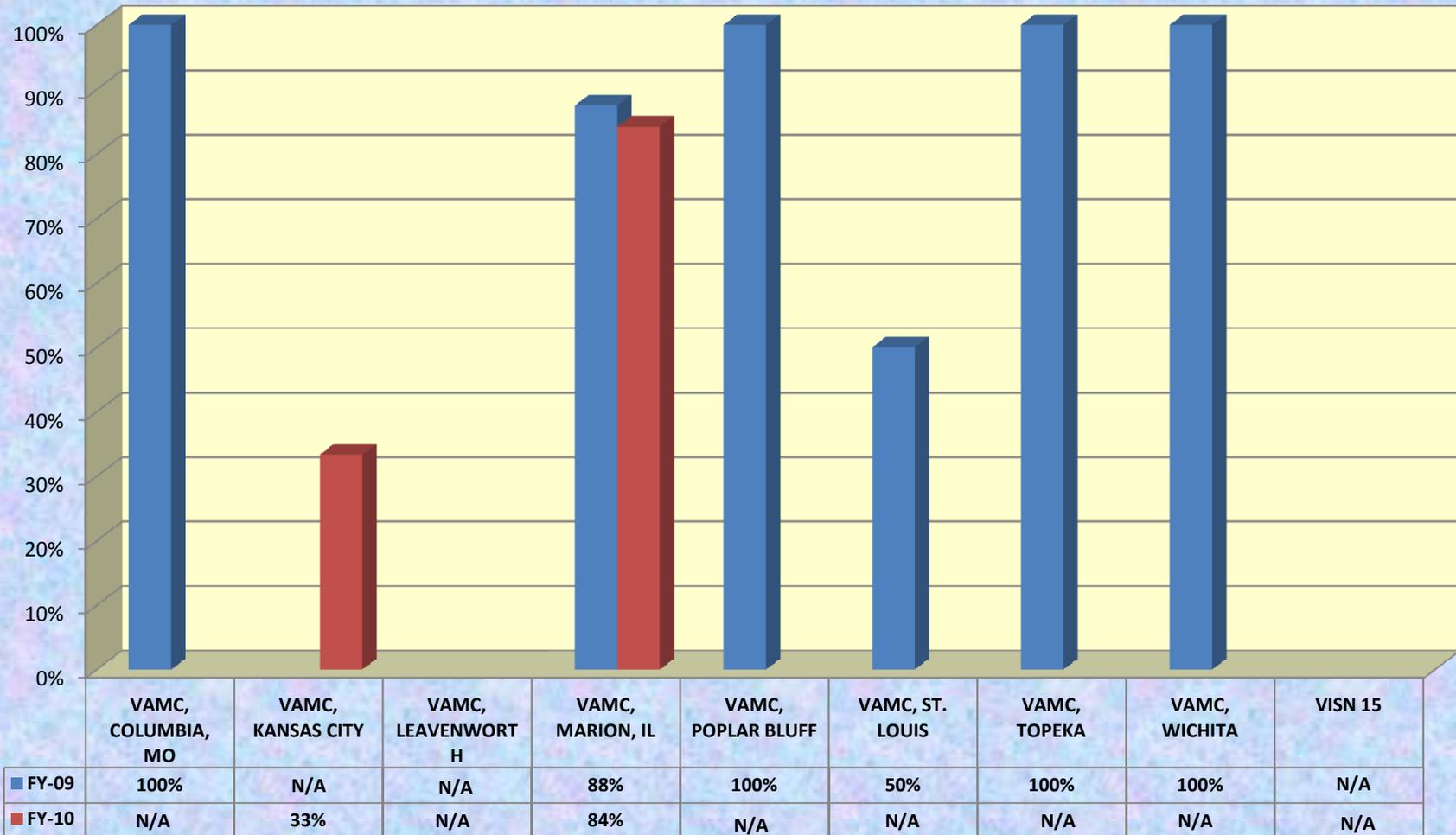


FY-09	2	0	0	16	2	2	1	3	0
FY-10	0	3	0	19	0	0	0	0	0

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

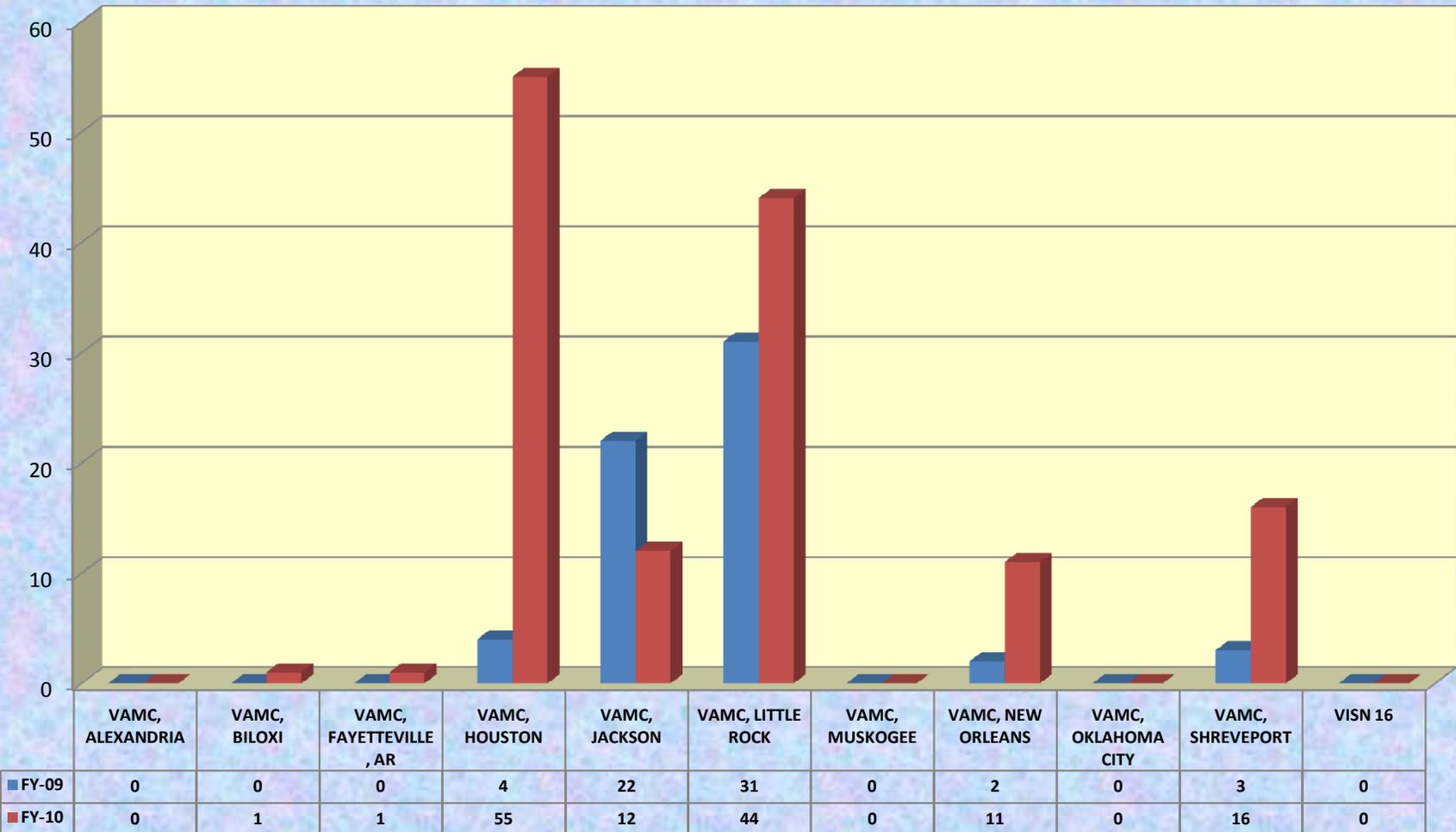
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 15



Data Source: ADTracker System

FY-09 and FY-10 Data as of 10/07/10

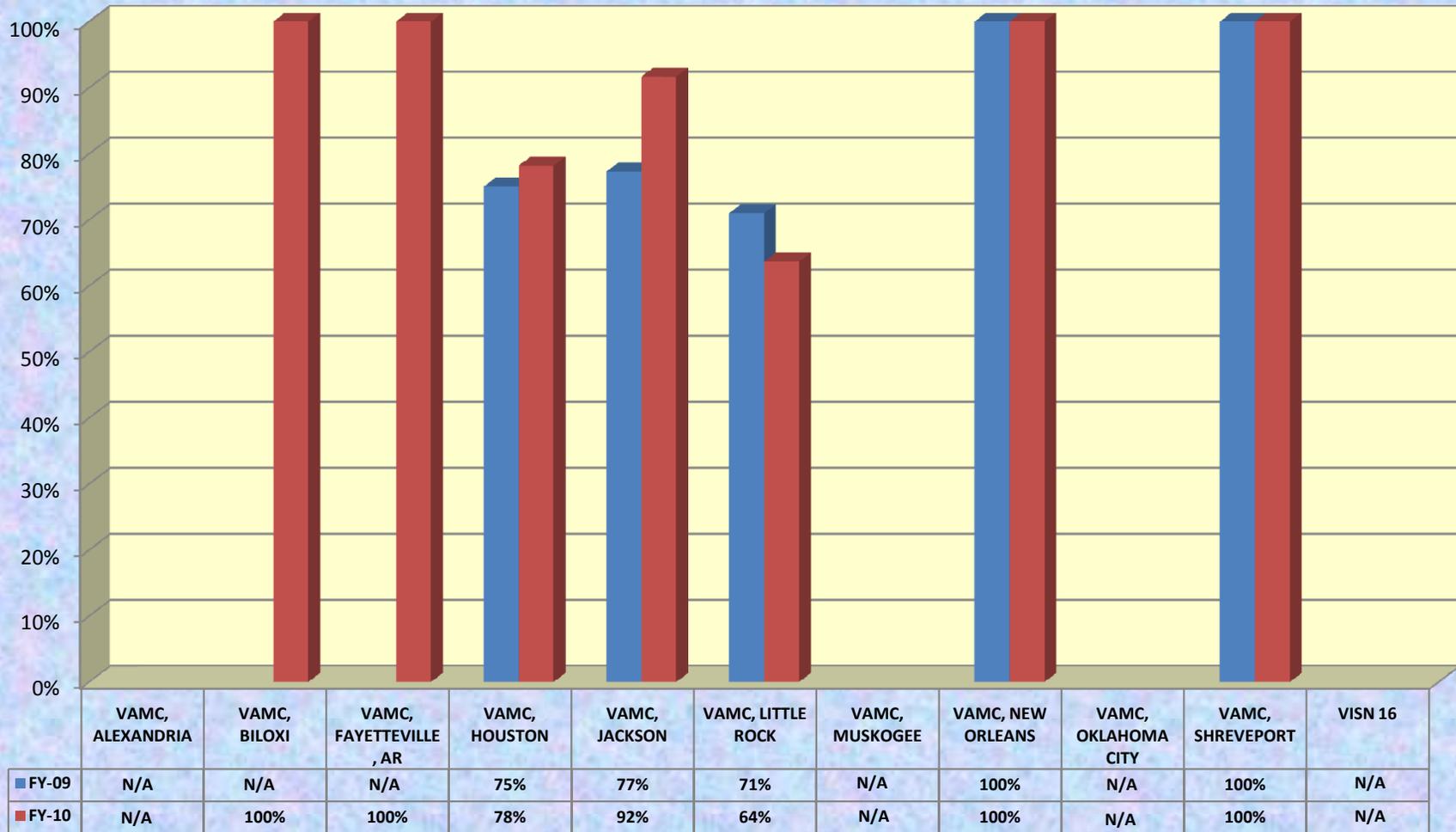
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 16



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

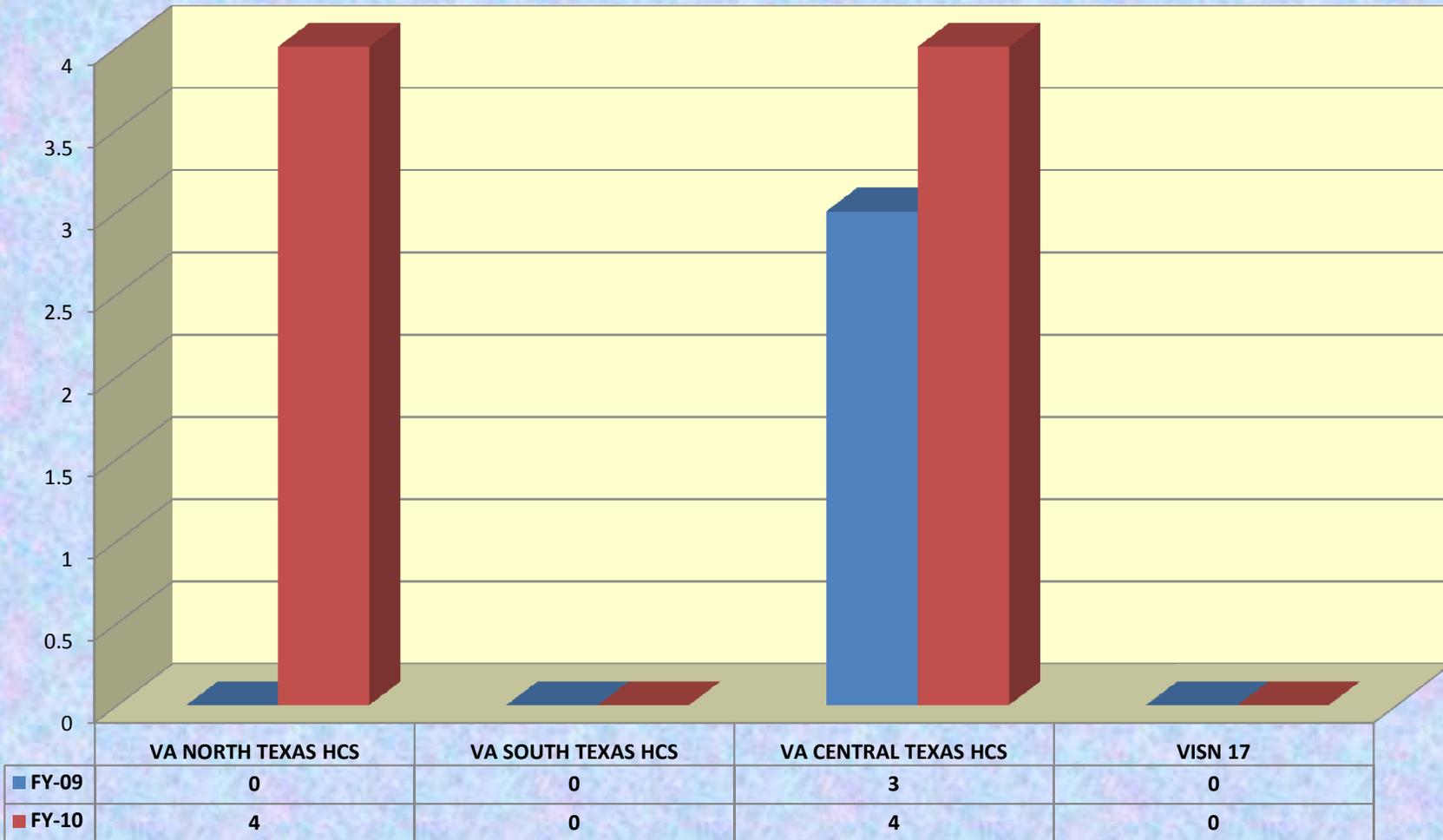
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 16



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

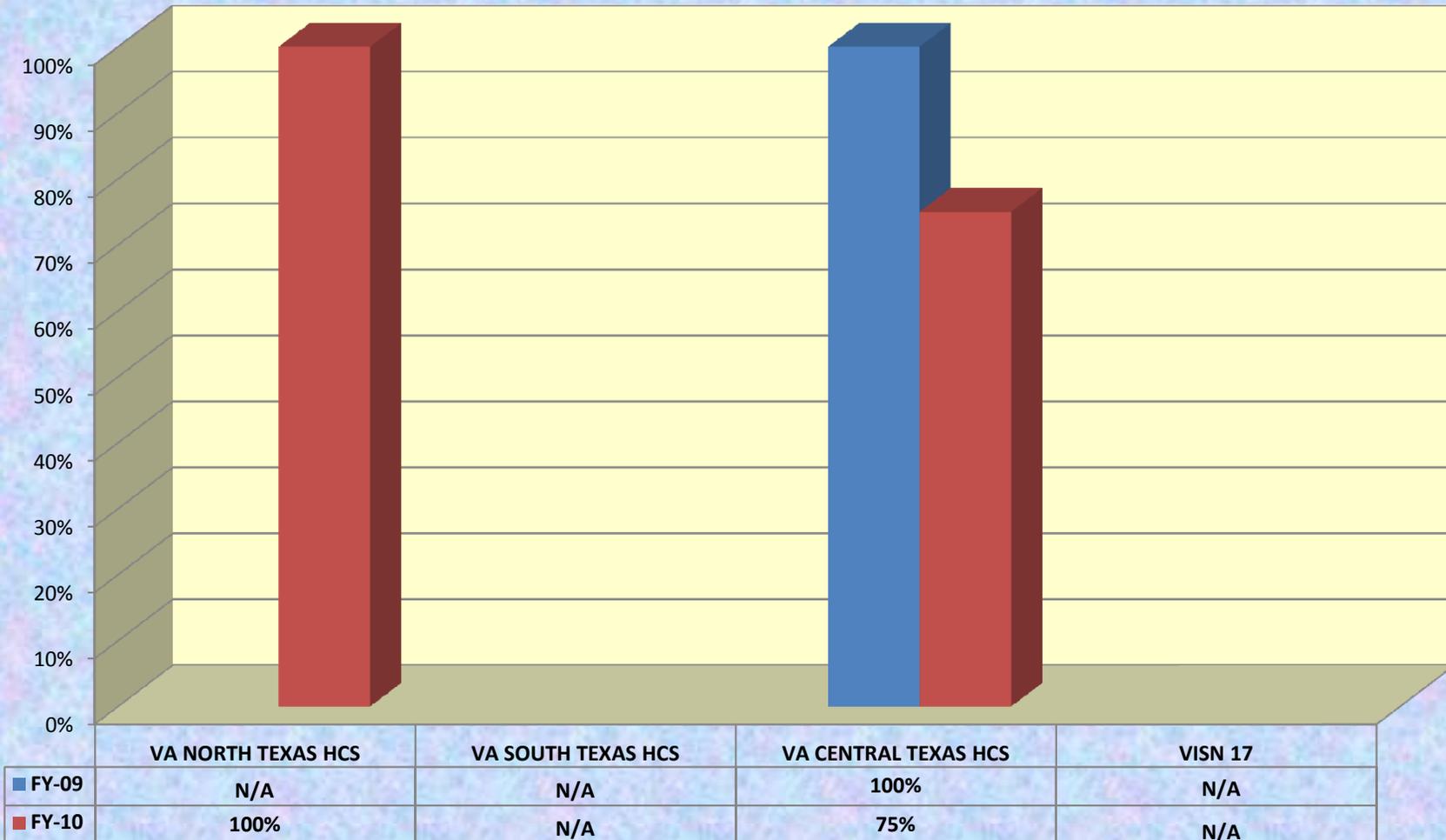
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 17



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 17



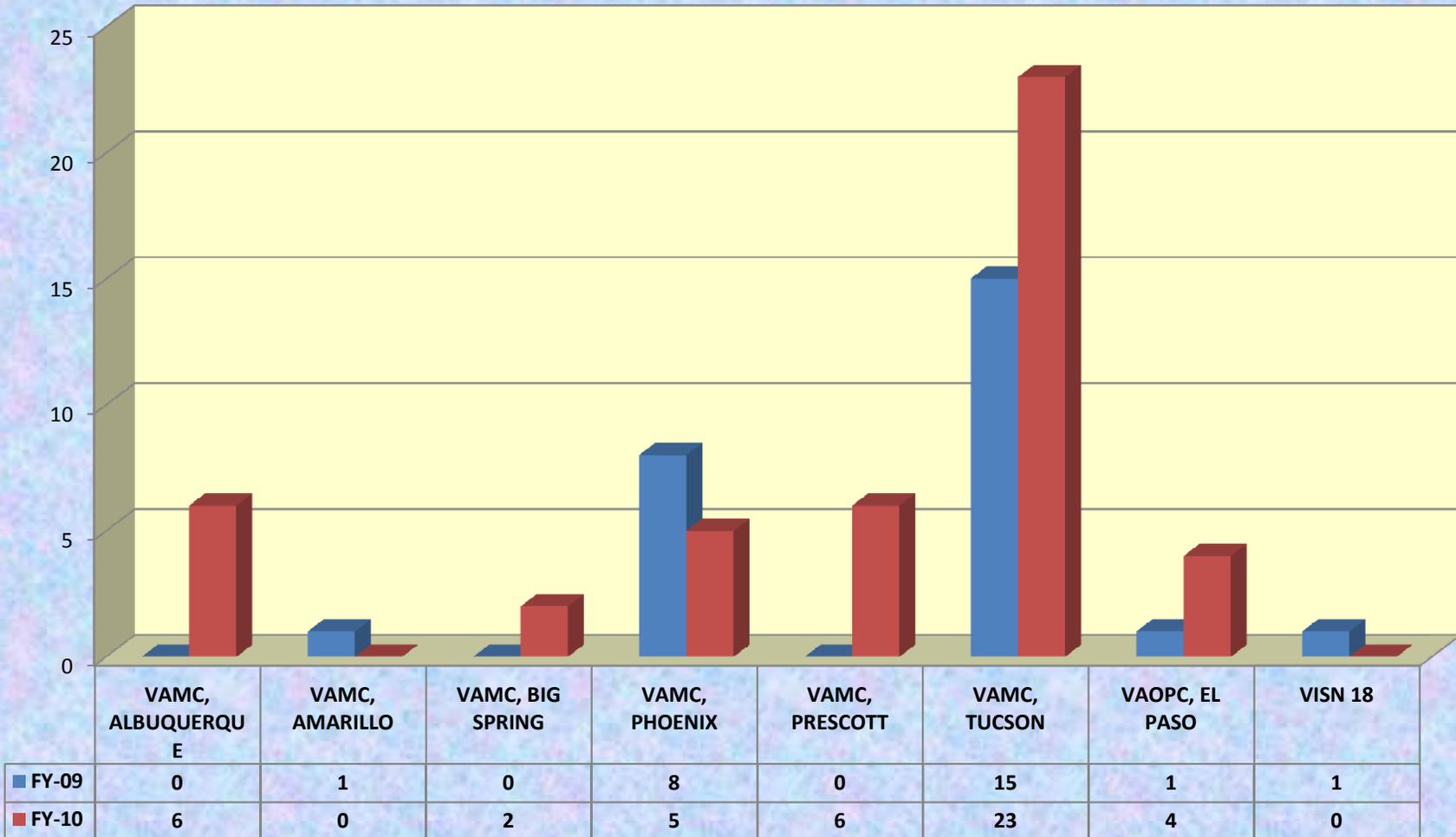
Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration

FY-09 & FY-10

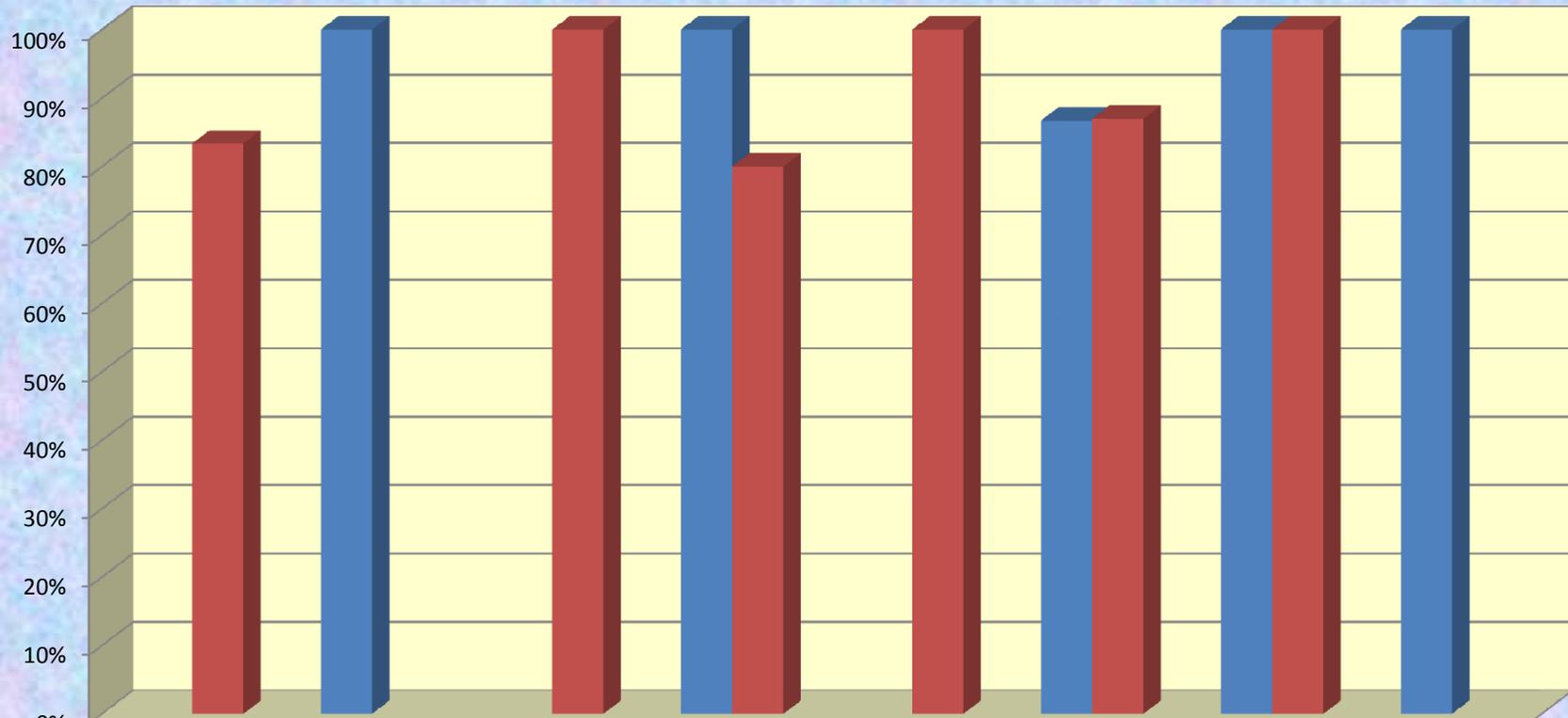
Non-EEO ADR Requests - VISN 18



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 18

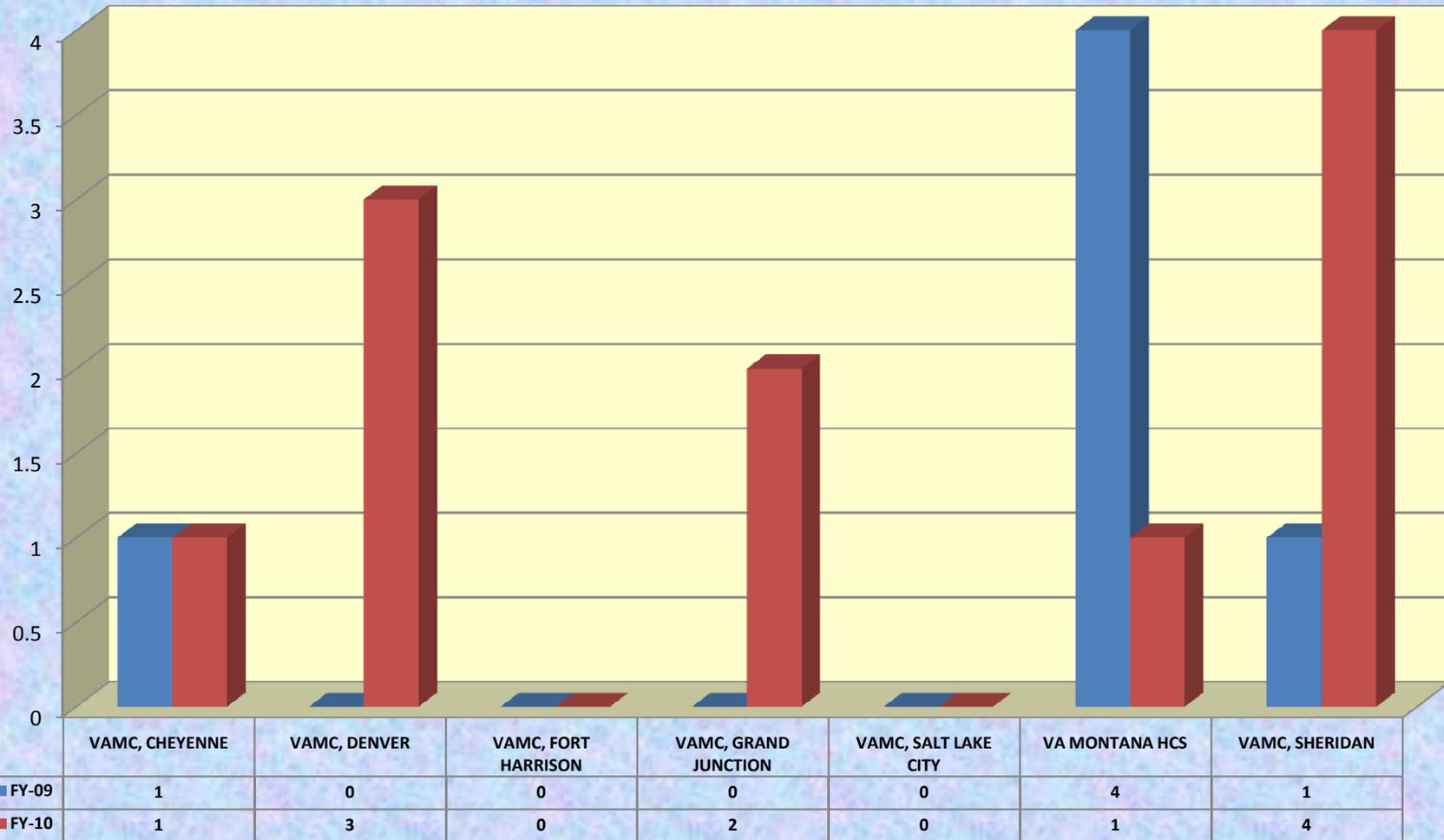


	VAMC, ALBUQUERQUE	VAMC, AMARILLO	VAMC, BIG SPRING	VAMC, PHOENIX	VAMC, PRESCOTT	VAMC, TUCSON	VAOPC, EL PASO	VISN 18
FY-09	N/A	100%	N/A	100%	N/A	87%	100%	100%
FY-10	83%	N/A	100%	80%	100%	87%	100%	N/A

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

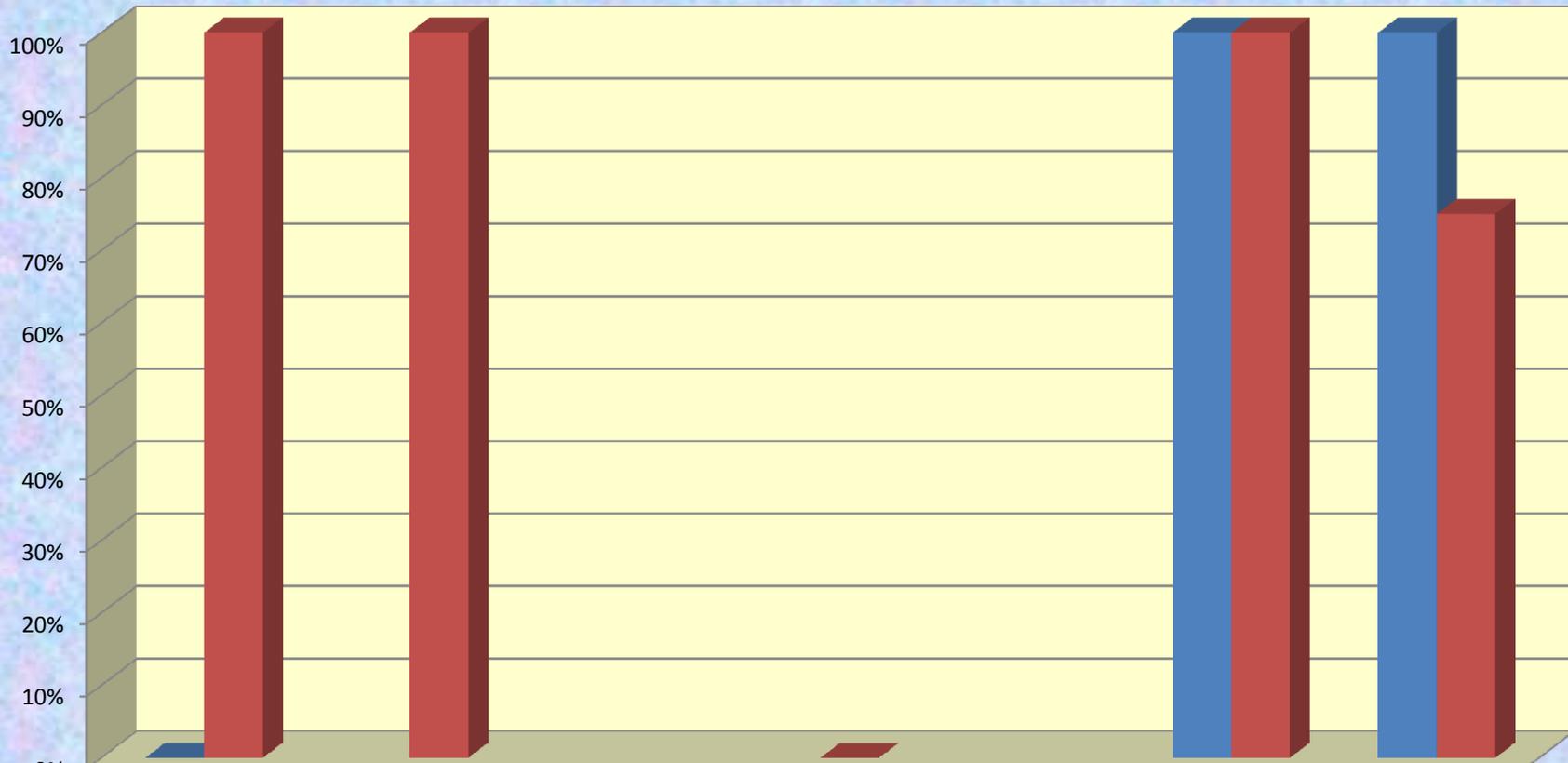
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 19



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 19

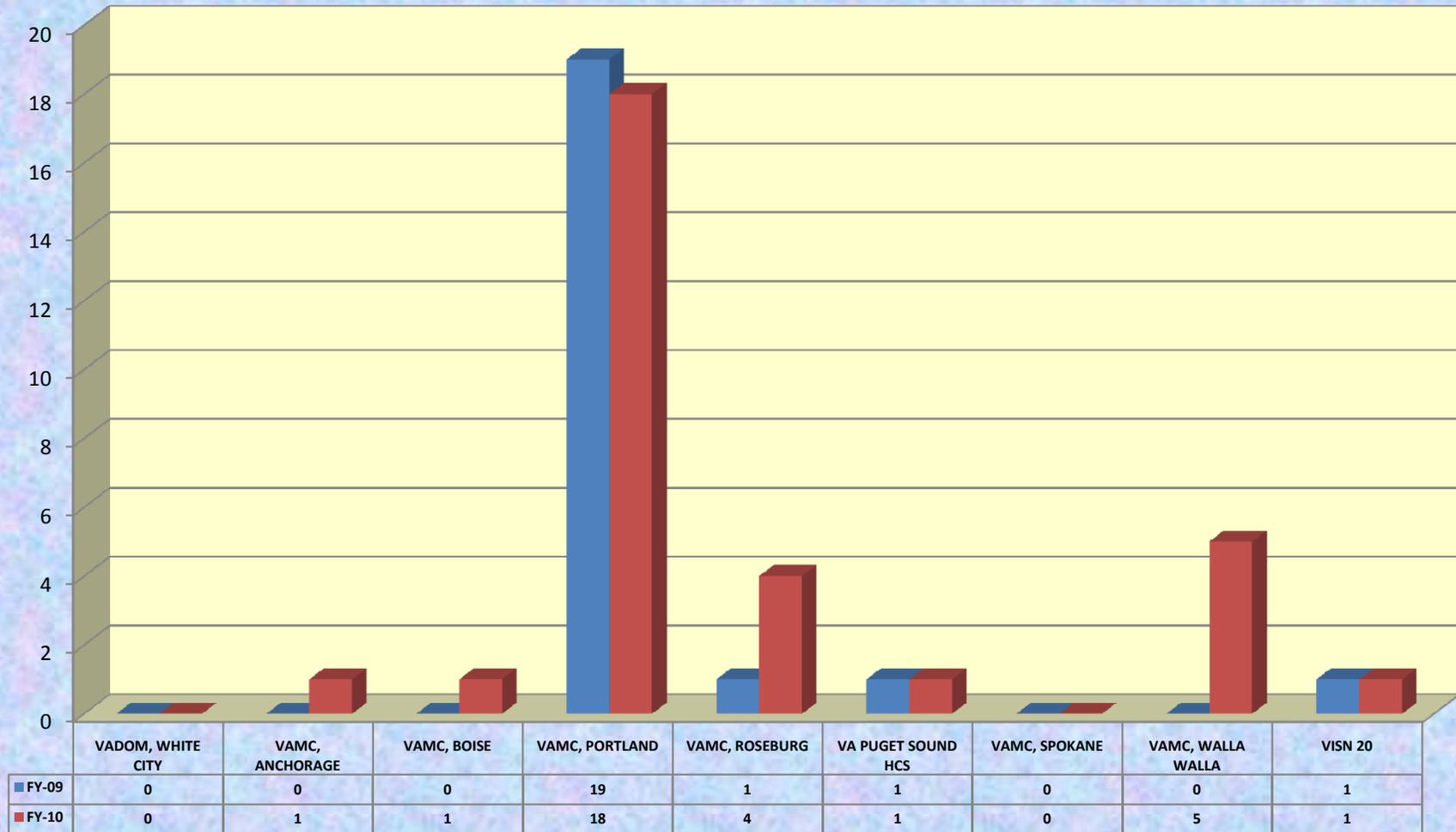


	VAMC, CHEYENNE	VAMC, DENVER	VAMC, FORT HARRISON	VAMC, GRAND JUNCTION	VAMC, SALT LAKE CITY	VA MONTANA HCS	VAMC, SHERIDAN
FY-09	0%	N/A	N/A	N/A	N/A	100%	100%
FY-10	100%	100%	N/A	0%	N/A	100%	75%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 20



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

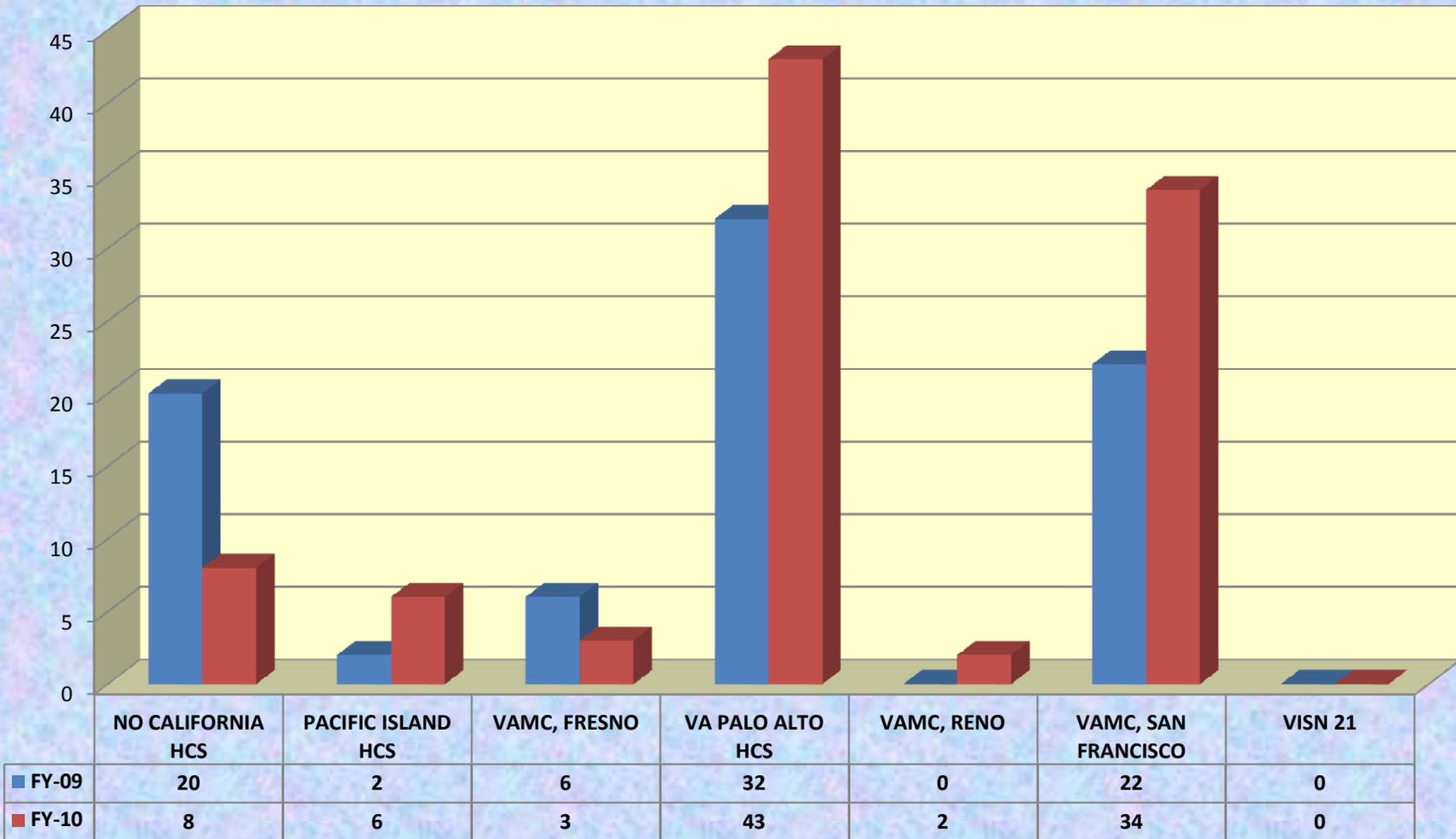
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 20



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

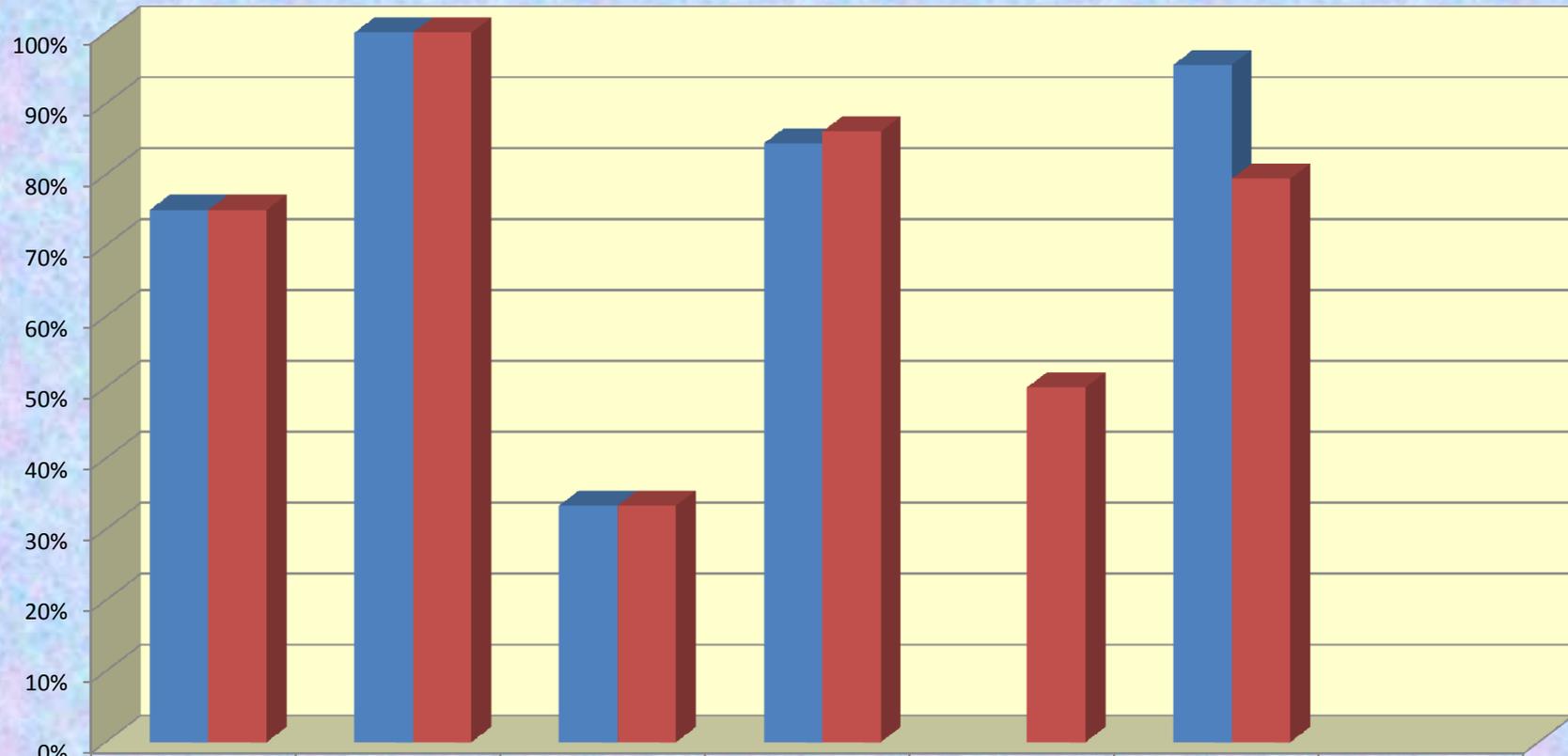
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 21



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 21

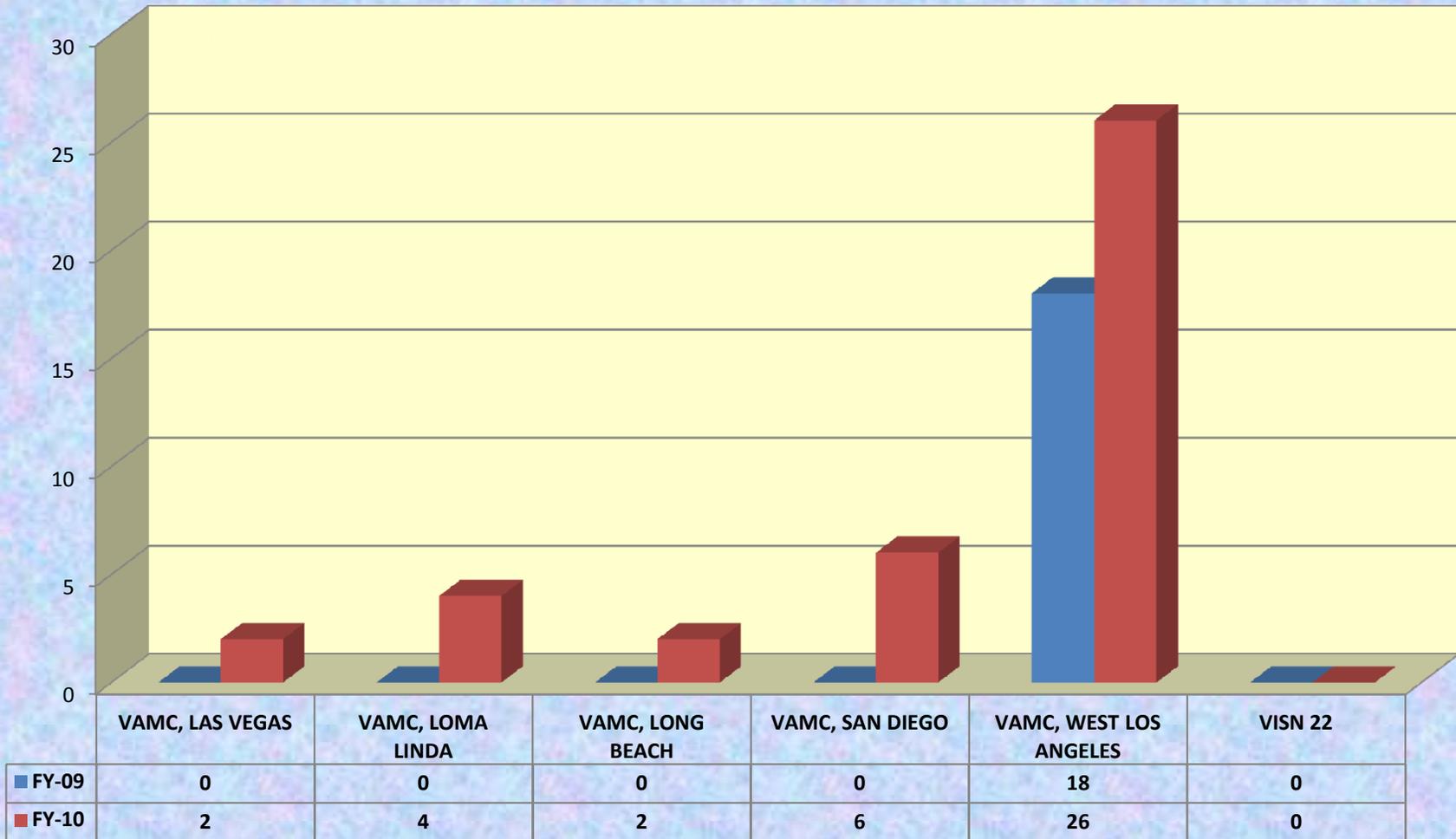


	NO CALIFORNIA HCS	PACIFIC ISLAND HCS	VAMC, FRESNO	VA PALO ALTO HCS	VAMC, RENO	VAMC, SAN FRANCISCO	VISN 21
FY-09	75%	100%	33%	84%	N/A	95%	N/A
FY-10	75%	100%	33%	86%	50%	79%	N/A

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

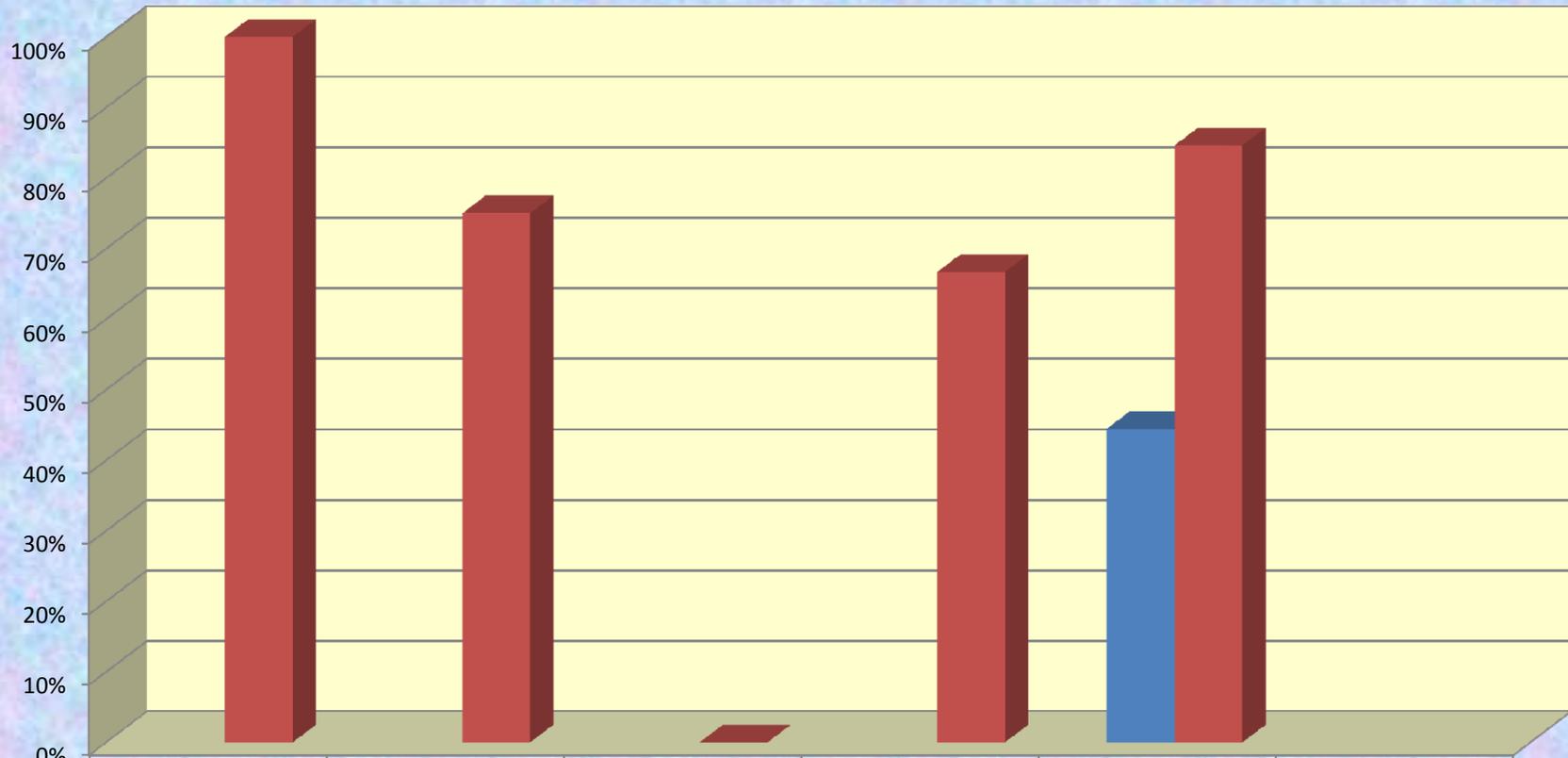
Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 22



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 22

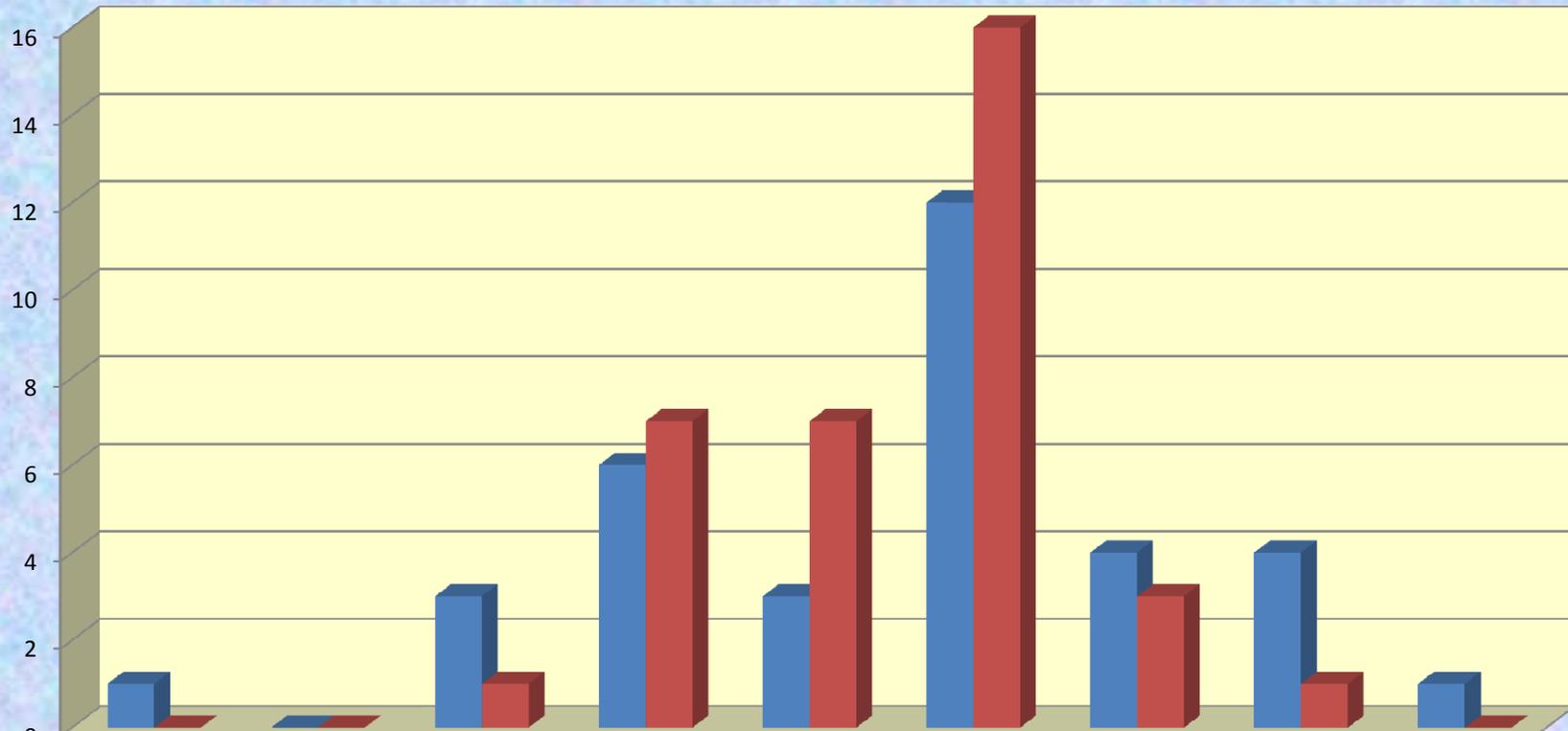


	VAMC, LAS VEGAS	VAMC, LOMA LINDA	VAMC, LONG BEACH	VAMC, SAN DIEGO	VAMC, WEST LOS ANGELES	VISN 22
■ FY-09	N/A	N/A	N/A	N/A	44%	N/A
■ FY-10	100%	75%	0%	67%	85%	N/A

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Requests - VISN 23

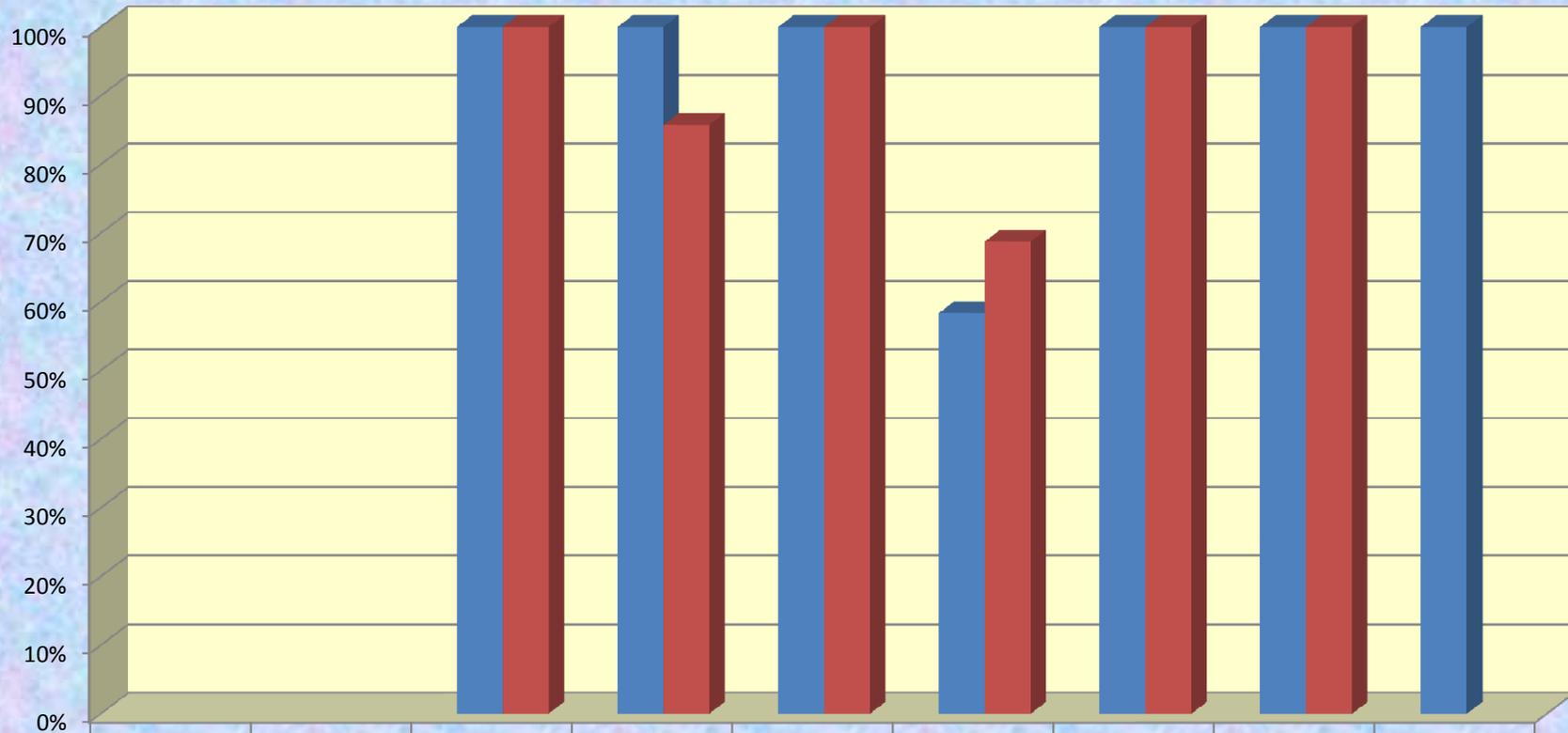


	CENTRAL IOWA HCS	VAMC, FARGO	BLACK HILLS HCS	VAMC, IOWA CITY	VAMC, MINNEAPOLIS	NEBRASKA/W. IOWA HCS	VAMC, SIOUX FALLS	VAMC, SAINT CLOUD	VISN 23
FY-09	1	0	3	6	3	12	4	4	1
FY-10	0	0	1	7	7	16	3	1	0

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Health Administration FY-09 & FY-10 Non-EEO ADR Resolution Rate - VISN 23



	CENTRAL IOWA HCS	VAMC, FARGO	BLACK HILLS HCS	VAMC, IOWA CITY	VAMC, MINNEAPOLIS	NEBRASKA/W. IOWA HCS	VAMC, SIOUX FALLS	VAMC, SAINT CLOUD	VISN 23
FY-09	0%	N/A	100%	100%	100%	58%	100%	100%	100%
FY-10	N/A	N/A	100%	86%	100%	69%	100%	100%	N/A

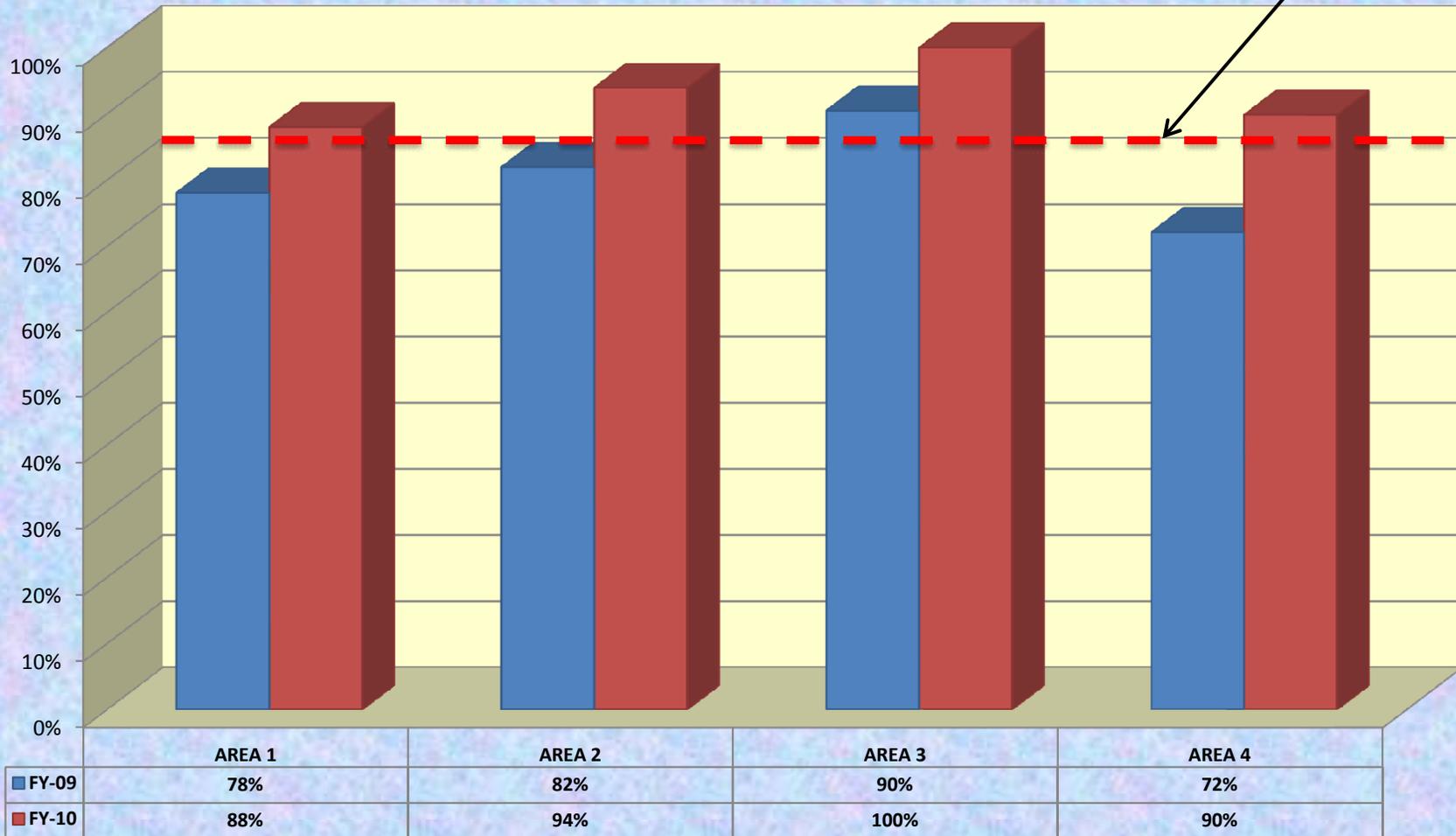
Data Source: ADRTTracker System

Veterans Benefits Administration

FY-09 and FY-10 Data as of 10/07/10

Veterans Benefits Administration FY-09 & FY-10 ADR Offer Rate

81% Government-Wide Average

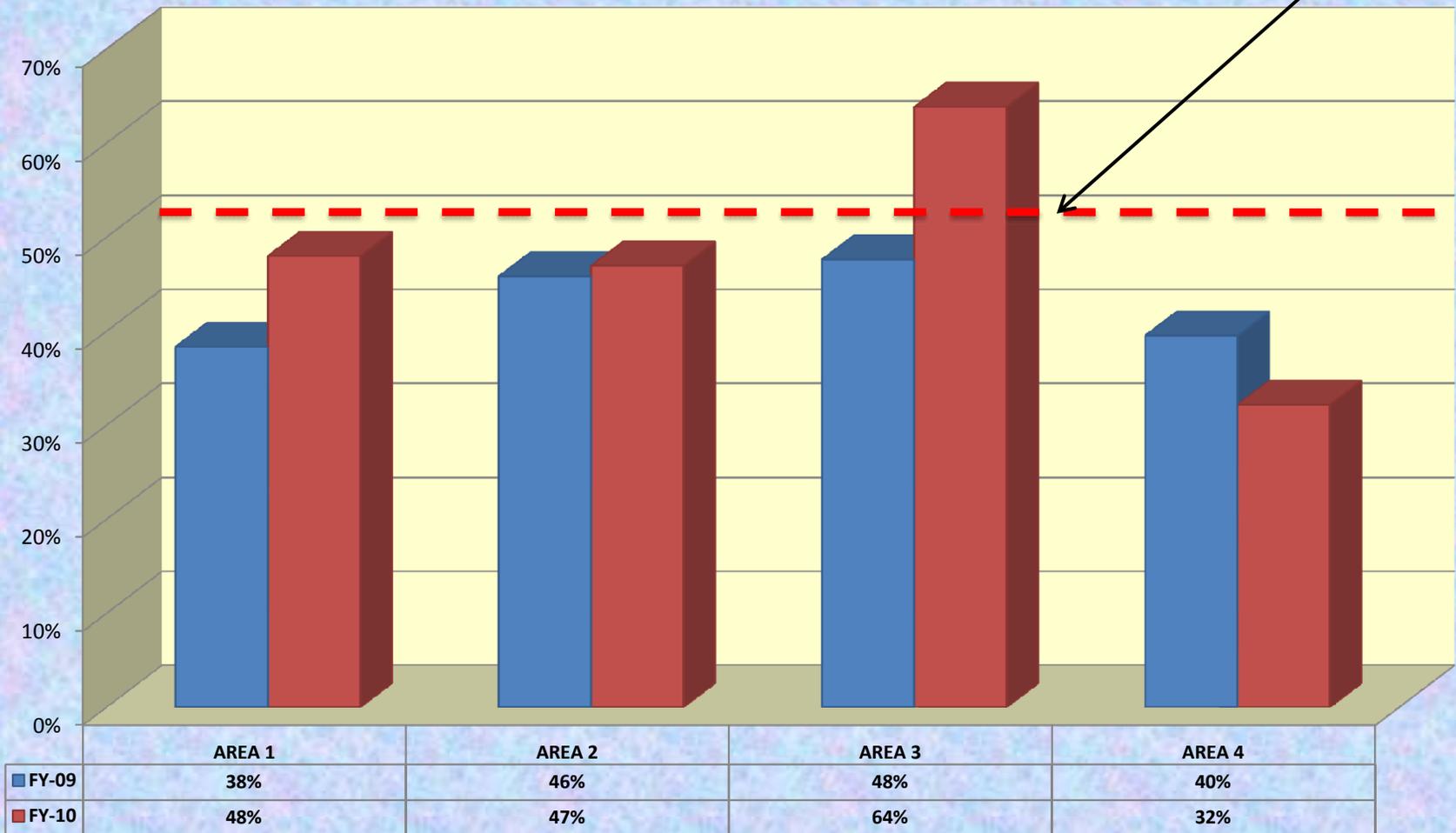


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Benefits Administration FY-09 & FY-10 ADR Participation Rate

49% Government-Wide Average

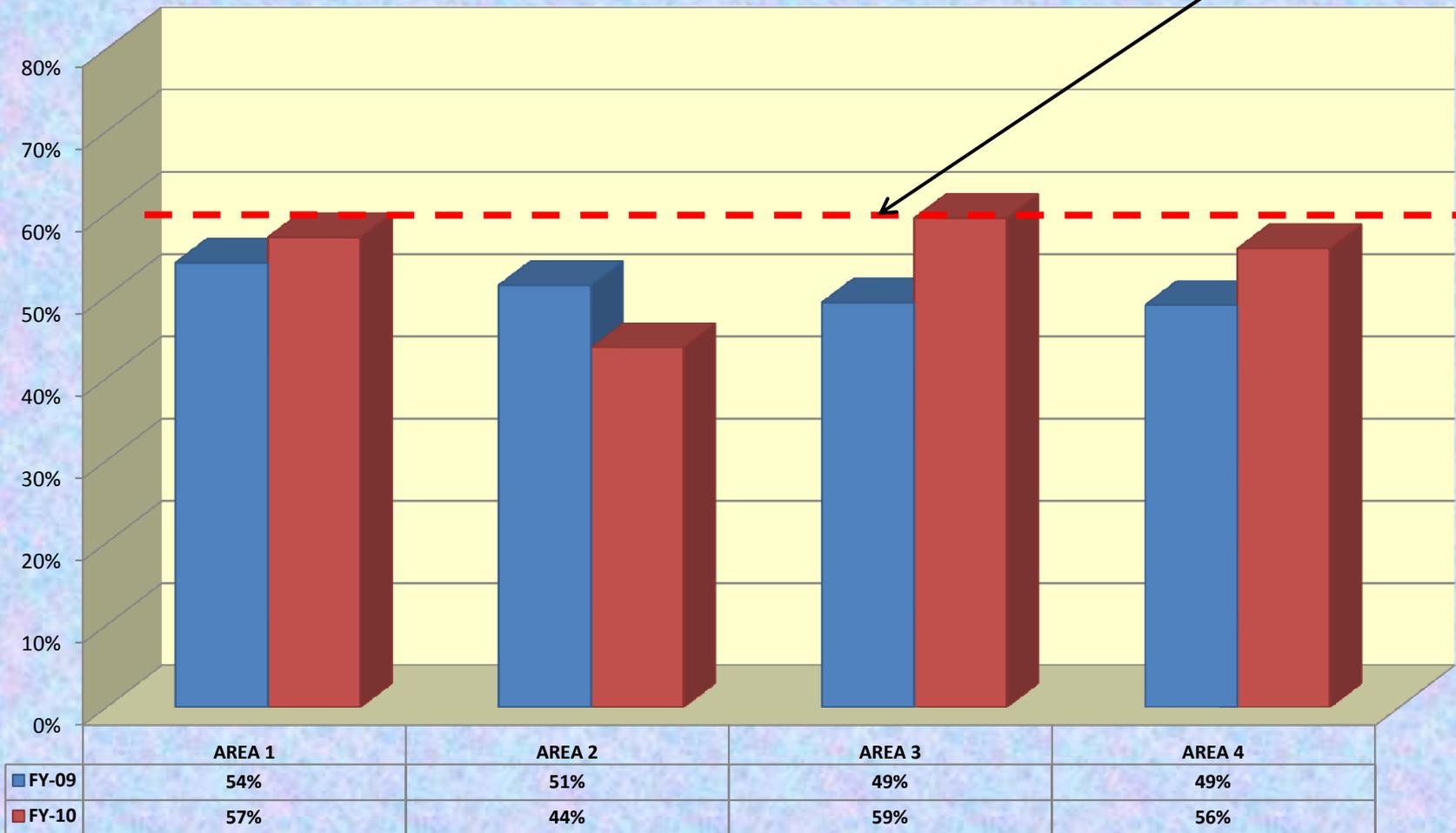


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Benefits Administration FY-09 & FY-10 Resolution Rate

55% Government-
Wide Average



Data Source: ADRTTracker System

Veterans Benefits Administration FY-09 & FY-10 ADR Offer Rate - AREA 1

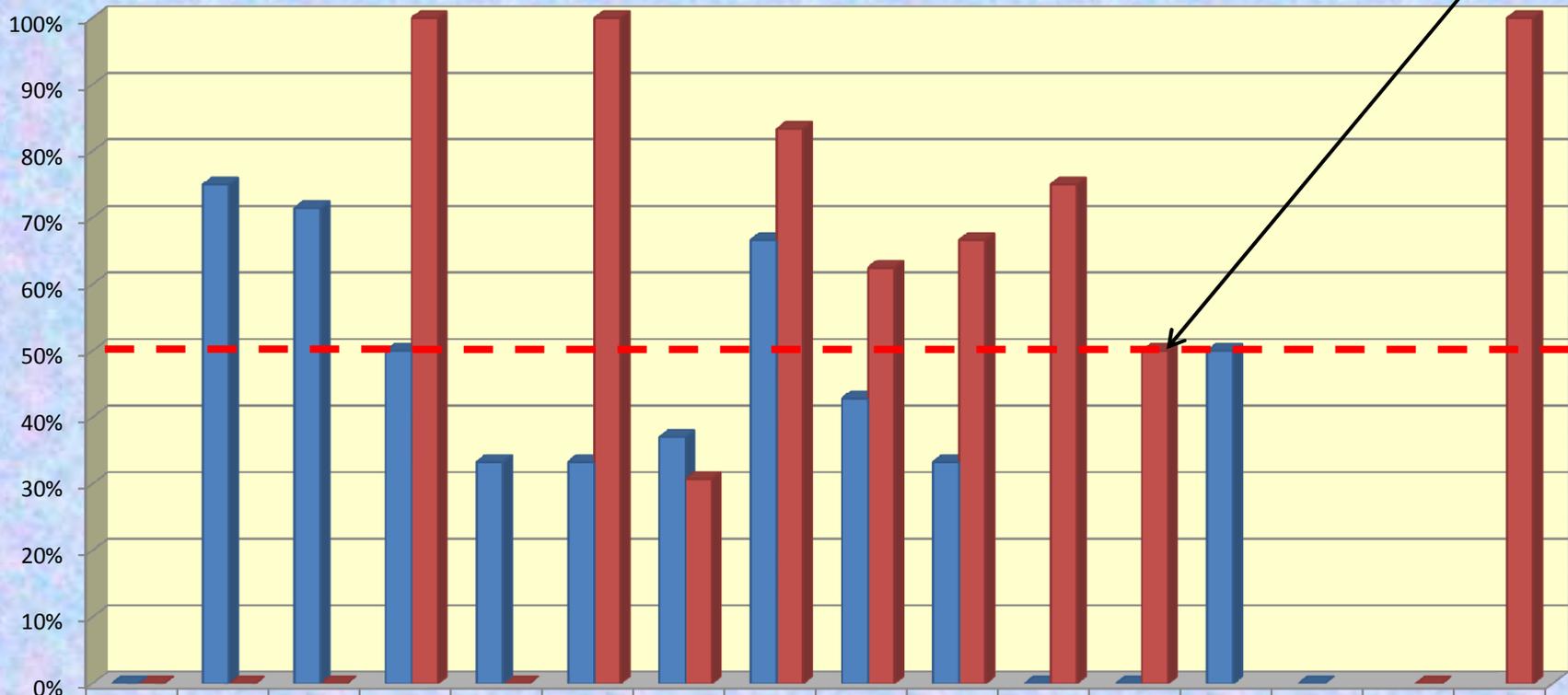
81% Government-Wide Average



FY-09 and FY-10 Data as of 10/07/10

Veterans Benefits Administration FY-09 & FY-10 ADR Participation Rate - AREA 1

49% Government-Wide Average



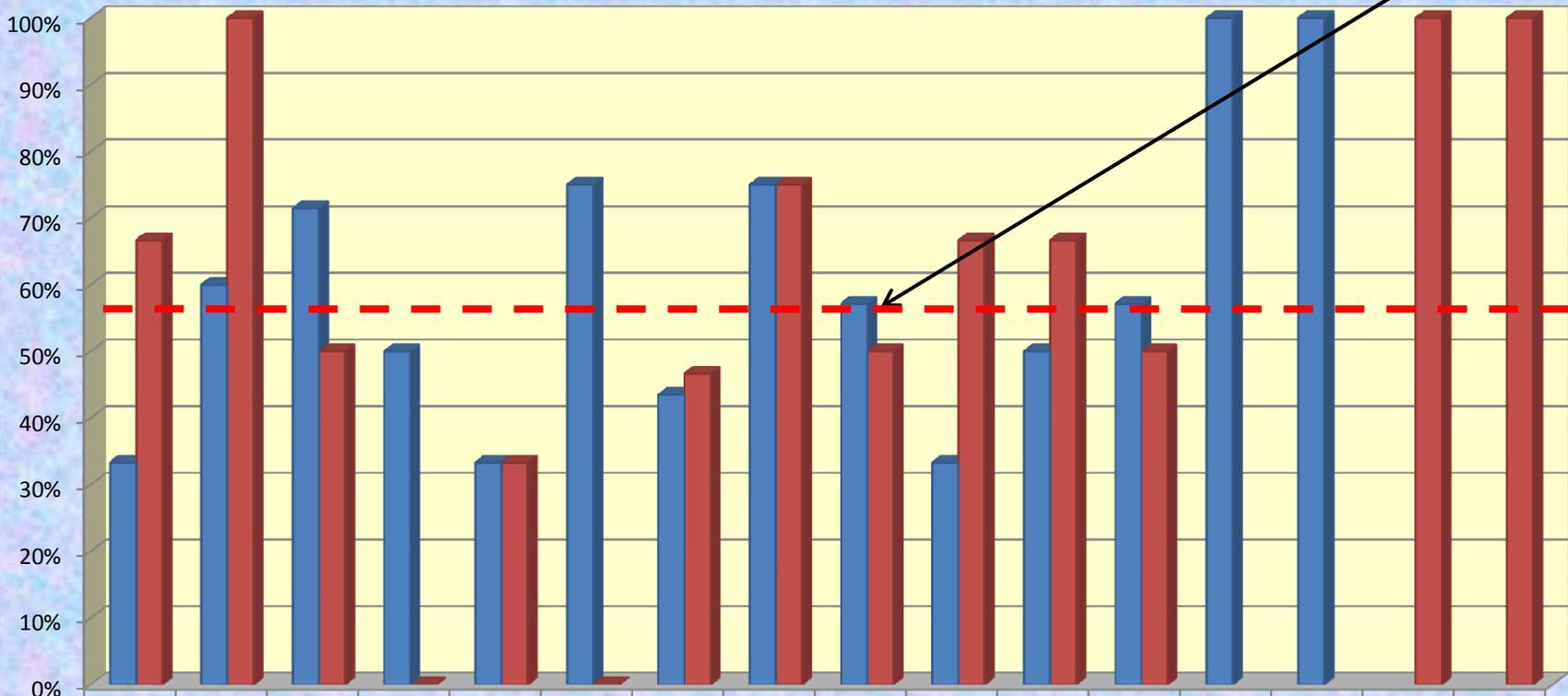
	VARO, BOSTON	VARO, NEW YORK	VARO, BUFFALO	VARO, HARTFORD	VARO, MANCHESTER	VARO, TOGUS	VAROIC, PHILADELPHIA	VARO, PITTSBURGH	VARO, CLEVELAND	VARO, INDIANAPOLIS	VARO, NEWARK	VARO, DETROIT	VARO, WILMINGTON	VARO, WHITE RIVER JUNCTION	VARO, PROVIDENCE	VBA EASTERN AREA (AREA 1)
■ FY-09	0%	75%	71%	50%	33%	33%	37%	67%	43%	33%	0%	0%	50%	0%	N/A	N/A
■ FY-10	0%	0%	0%	100%	0%	100%	31%	83%	63%	67%	75%	50%	N/A	N/A	0%	100%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Benefits Administration FY-09 & FY-10 Resolution Rate - AREA 1

55% Government-Wide Average



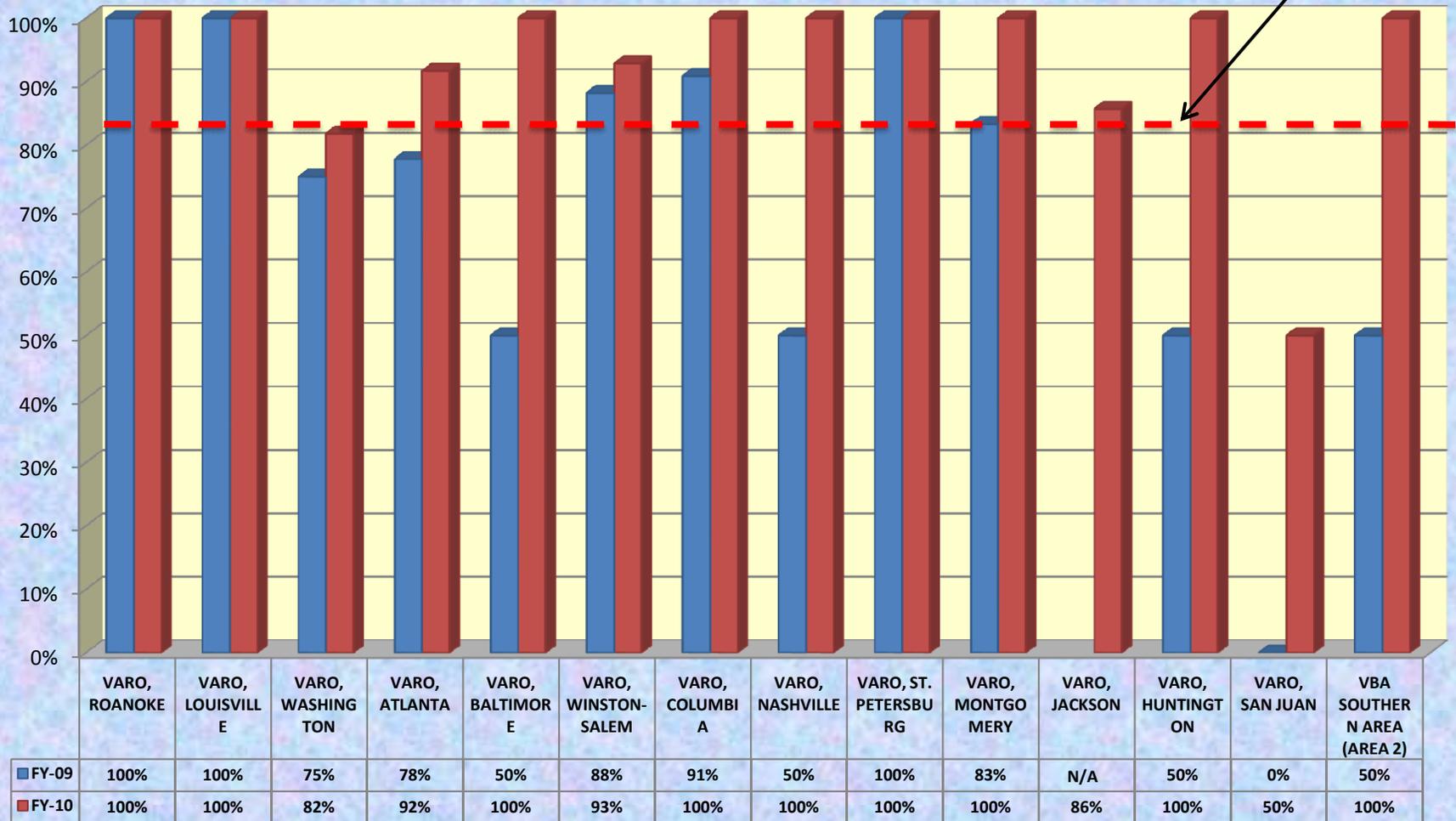
	VARO, BOSTON	VARO, NEW YORK	VARO, BUFFALO	VARO, HARTFORD	VARO, MANCHESTER	VARO, TOGUS	VAROIC, PHILADELPHIA	VARO, PITTSBURGH	VARO, CLEVELAND	VARO, INDIANAPOLIS	VARO, NEWARK	VARO, DETROIT	VARO, WILMINGTON	VARO, WHITE RIVER JUNCTION	VARO, PROVIDENCE	VBA EASTERN AREA (AREA 1)
■ FY-09	33%	60%	71%	50%	33%	75%	43%	75%	57%	33%	50%	57%	100%	100%	N/A	N/A
■ FY-10	67%	100%	50%	0%	33%	0%	47%	75%	50%	67%	67%	50%	N/A	N/A	100%	100%

Data Source: ADTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Benefits Administration FY-09 & FY-10 ADR Offer Rate - AREA 2

81% Government-Wide Average



Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Benefits Administration FY-09 & FY-10 ADR Participation Rate - AREA 2

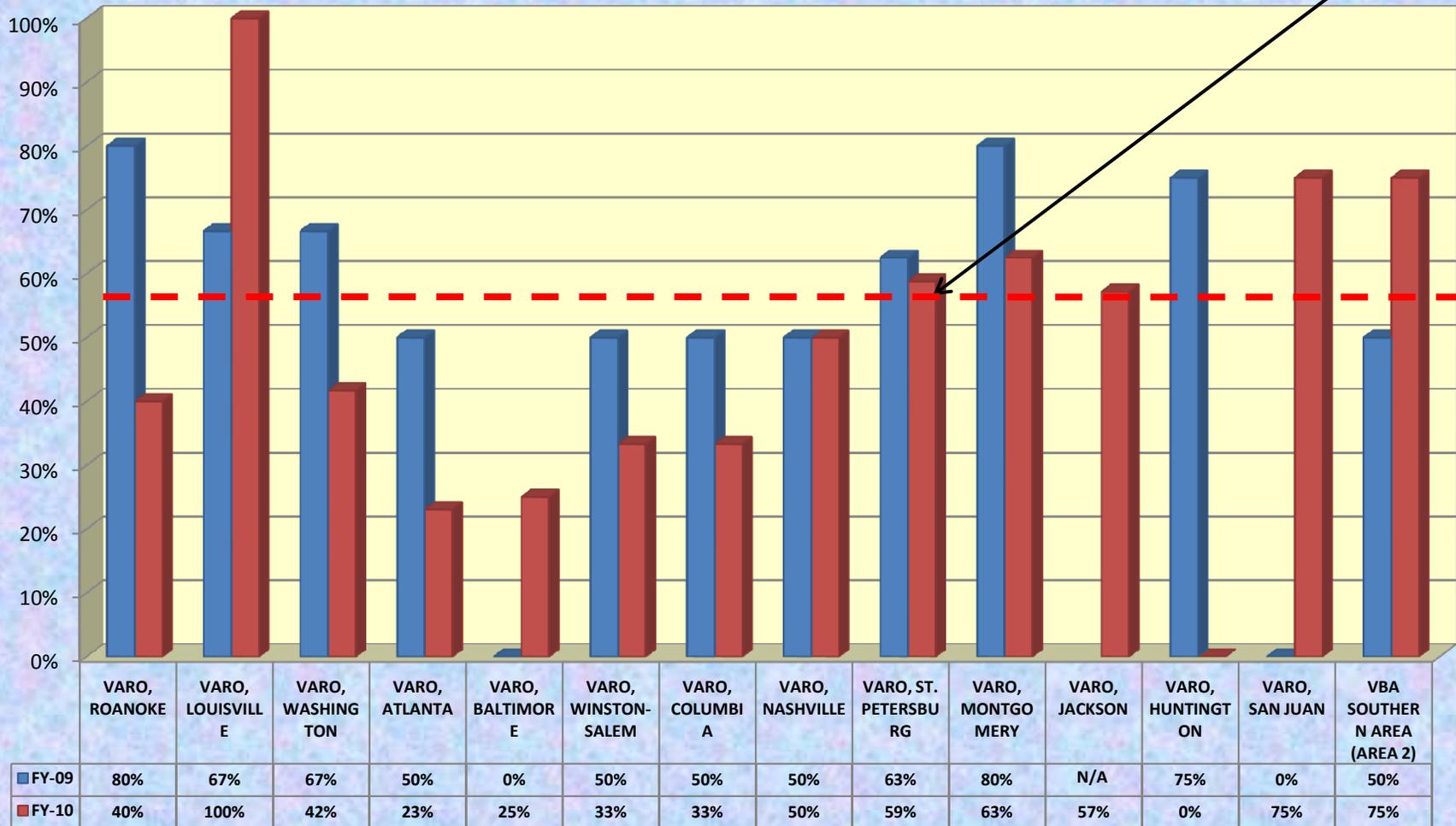
49% Government-Wide Average



FY-09 and FY-10 Data as of 10/07/10

Veterans Benefits Administration FY-09 & FY-10 Resolution Rate - AREA 2

55% Government-Wide Average

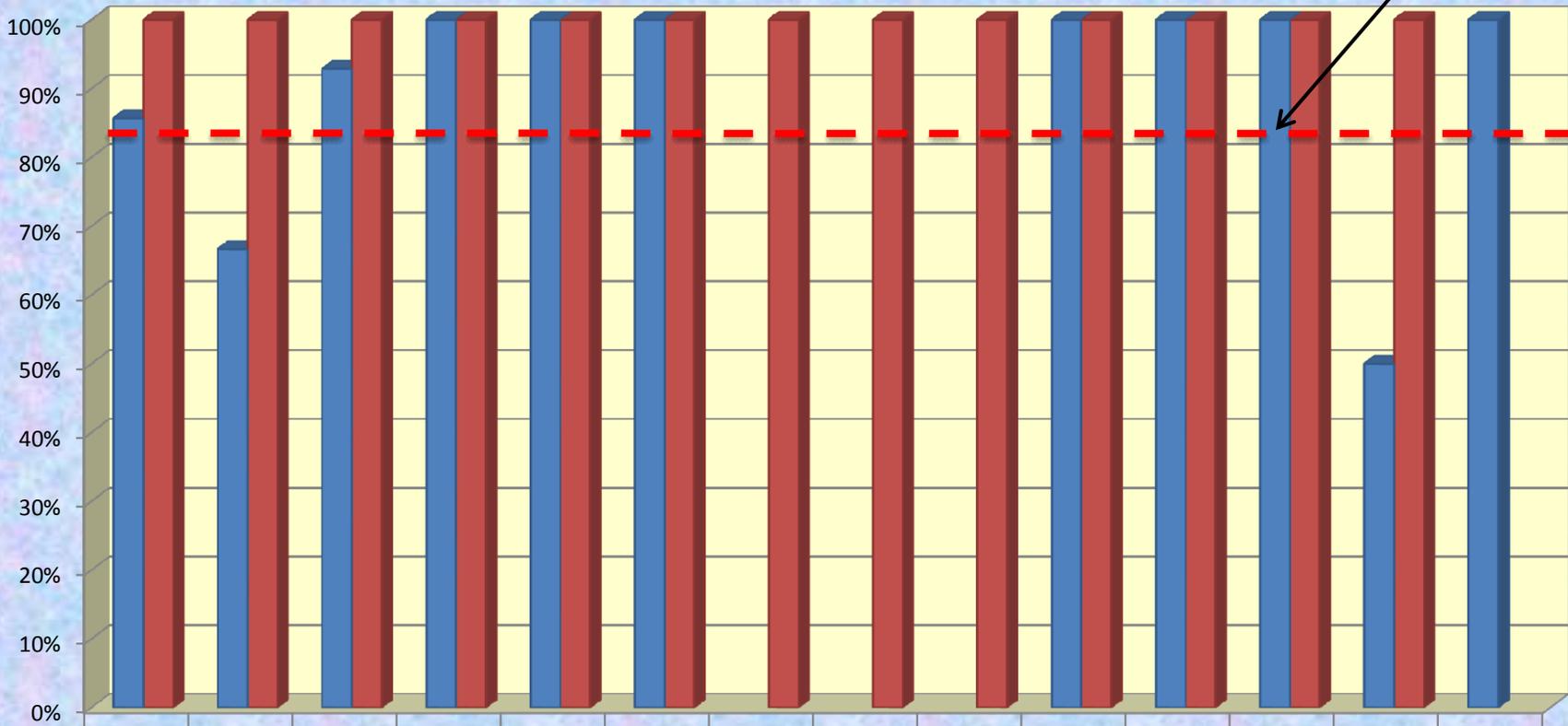


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Benefits Administration FY-09 & FY-10 ADR Offer Rate - AREA 3

81% Government-Wide Average



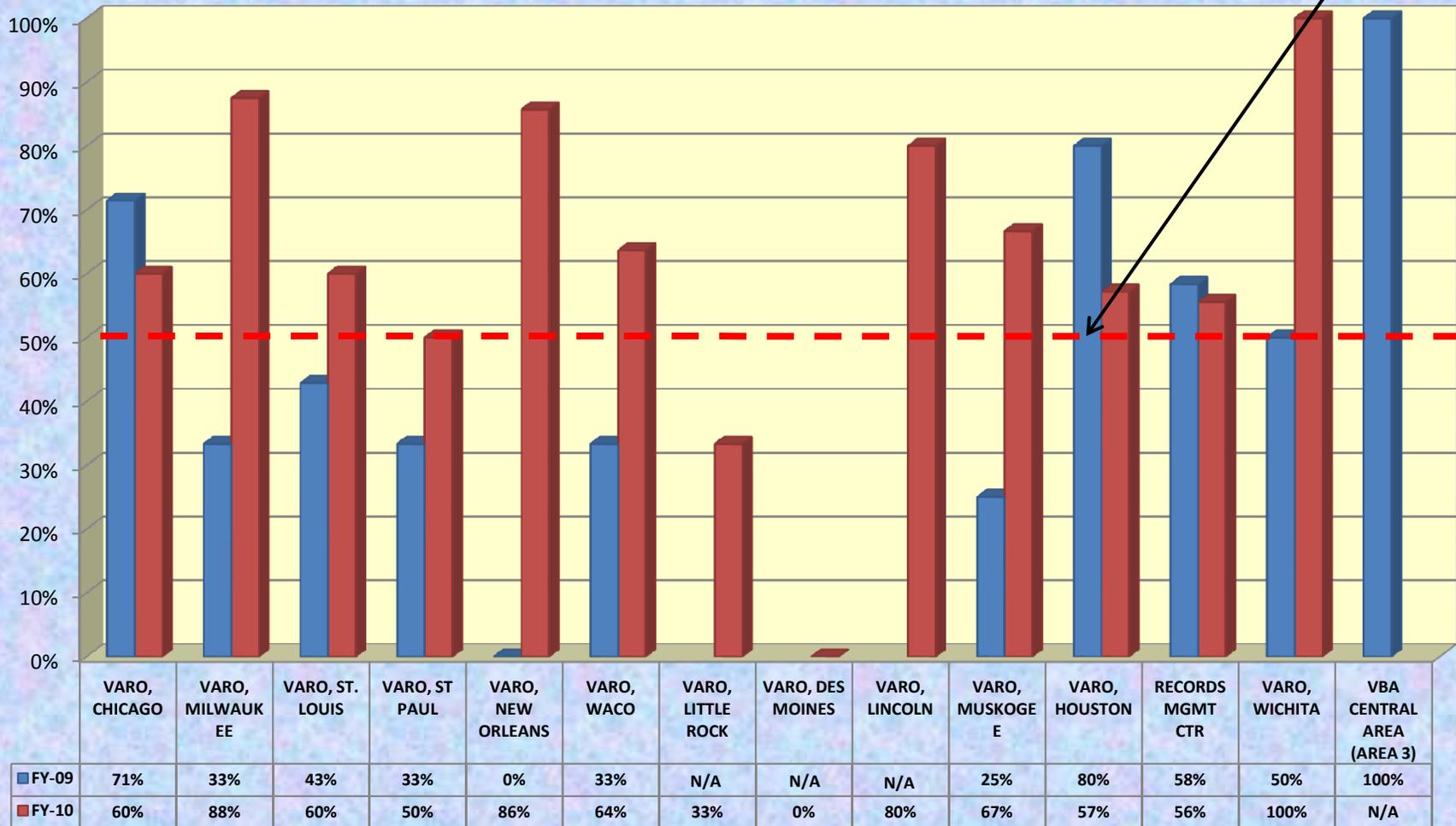
	VARO, CHICAGO	VARO, MILWAUKEE	VARO, ST. LOUIS	VARO, ST. PAUL	VARO, NEW ORLEANS	VARO, WACO	VARO, LITTLE ROCK	VARO, DES MOINES	VARO, LINCOLN	VARO, MUSKOGEE	VARO, HOUSTON	RECORDS MGMT CTR	VARO, WICHITA	VBA CENTRAL AREA (AREA 3)
FY-09	86%	67%	93%	100%	100%	100%	N/A	N/A	N/A	100%	100%	100%	50%	100%
FY-10	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Benefits Administration FY-09 & FY-10 ADR Participation Rate - AREA 3

49% Government-Wide Average

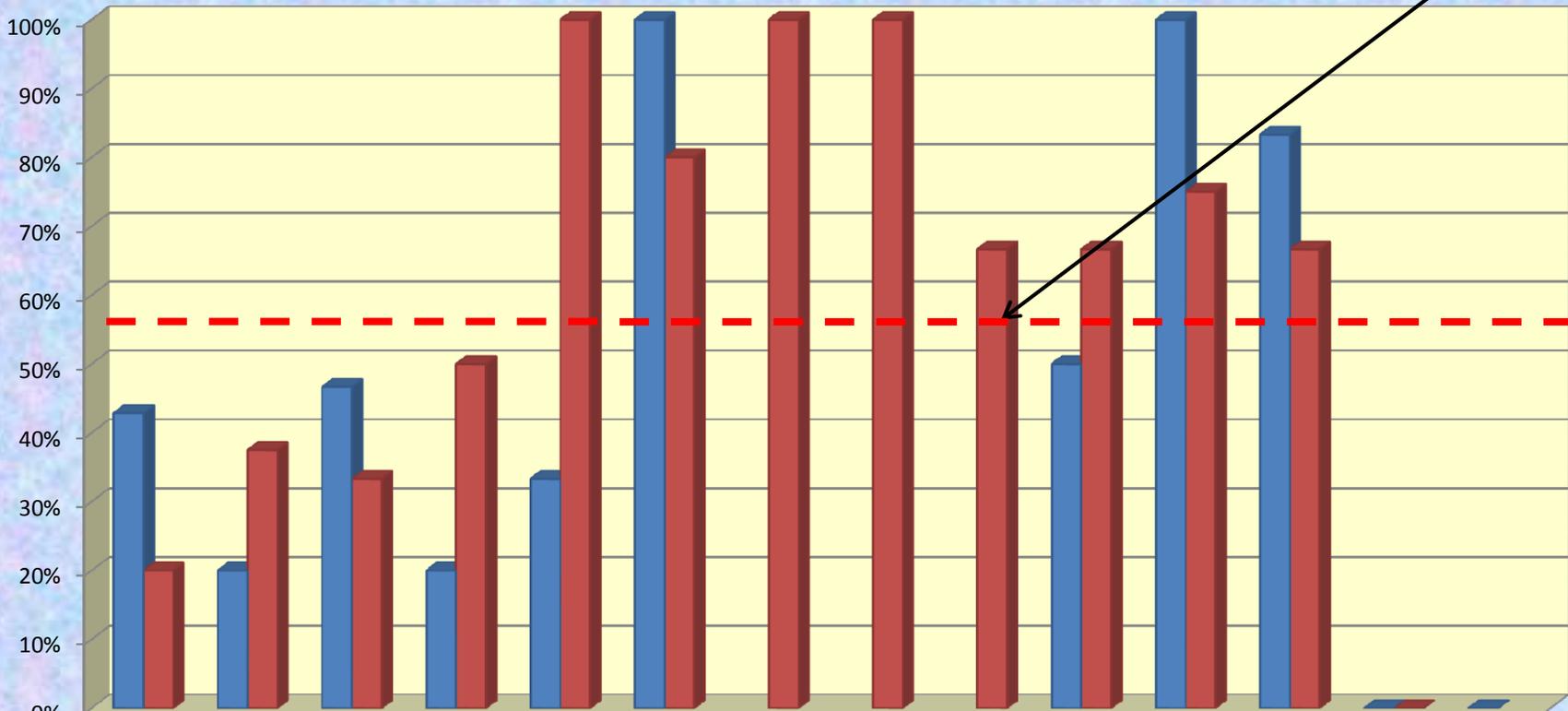


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Benefits Administration FY-09 & FY-10 Resolution Rate - AREA 3

55% Government-Wide Average

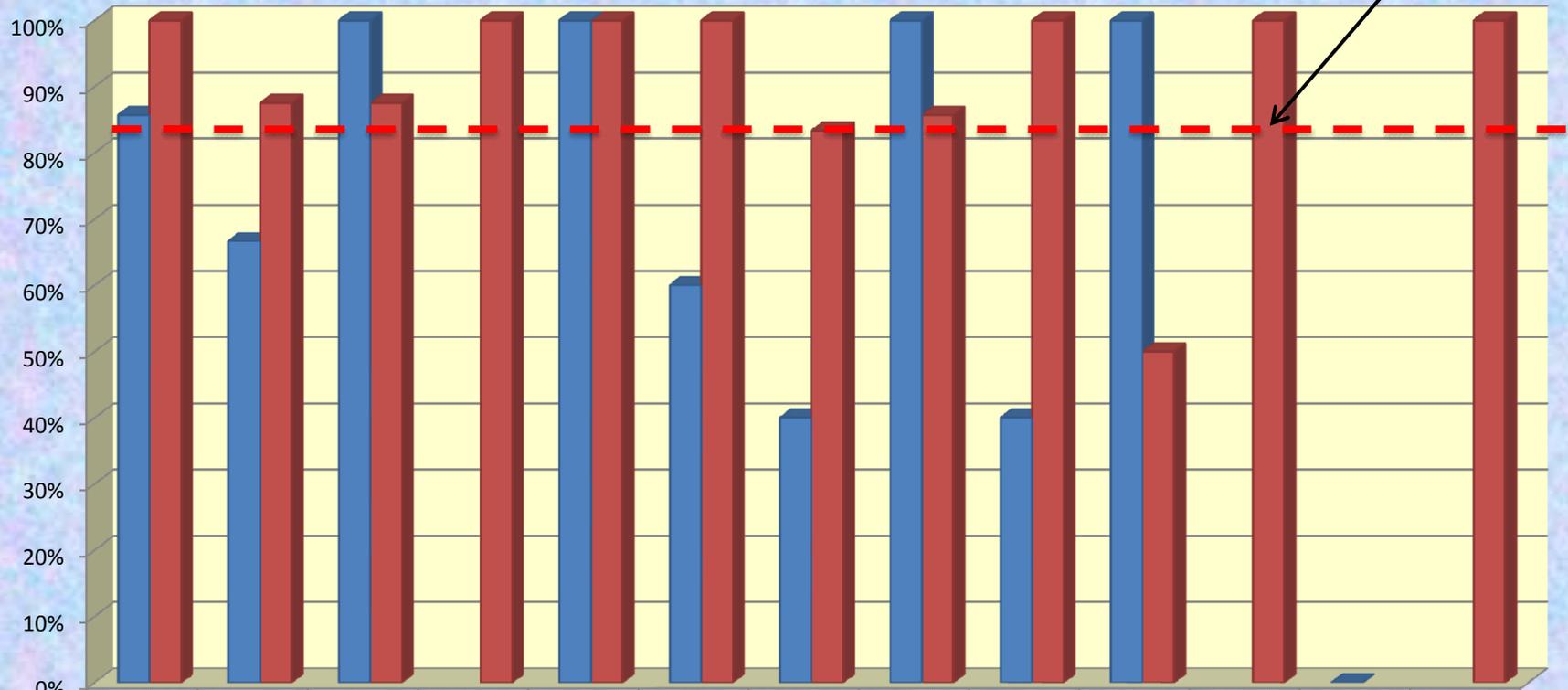


	VARO, CHICAGO	VARO, MILWAUKEE	VARO, ST. LOUIS	VARO, ST. PAUL	VARO, NEW ORLEANS	VARO, WACO	VARO, LITTLE ROCK	VARO, DES MOINES	VARO, LINCOLN	VARO, MUSKOGEE	VARO, HOUSTON	RECORDS MGMT CTR	VARO, WICHITA	VBA CENTRAL AREA (AREA 3)
FY-09	43%	20%	47%	20%	33%	100%	N/A	N/A	N/A	50%	100%	83%	0%	0%
FY-10	20%	38%	33%	50%	100%	80%	100%	100%	67%	67%	75%	67%	0%	N/A

FY-09 and FY-10 Data as of 10/07/10

Veterans Benefits Administration FY-09 & FY-10 ADR Offer Rate - AREA 4

81% Government-Wide Average



	VARO, DENVER	VARO, SALT LAKE CITY	VARO, SEATTLE	VARO, PORTLAND	VARO, OAKLAND	VARO, LOS ANGELES	VARO, PHOENIX	VARO, RENO	VARO, SAN DIEGO	VARO, HONOLULU	FORT HARRISON	VARO, MANILA	VBA WESTERN AREA (AREA4)
FY-09	86%	67%	100%	N/A	100%	60%	40%	100%	40%	100%	N/A	0%	N/A
FY-10	100%	88%	88%	100%	100%	100%	83%	86%	100%	50%	100%	N/A	100%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Benefits Administration FY-09 & FY-10 ADR Participation Rate - AREA 4

49% Government-Wide Average

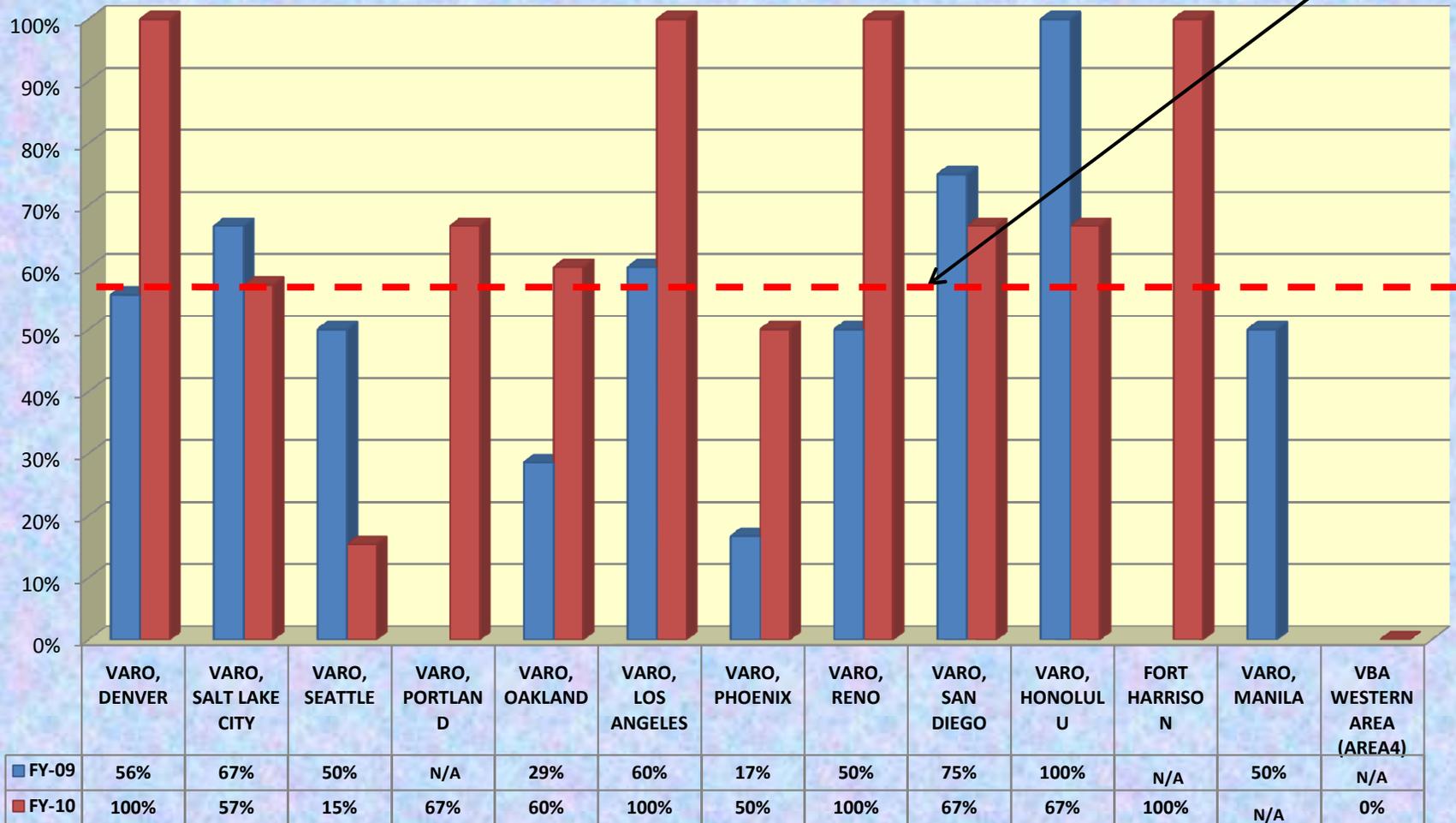


Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

Veterans Benefits Administration FY-09 & FY-10 Resolution Rate - AREA 4

55% Government-Wide Average



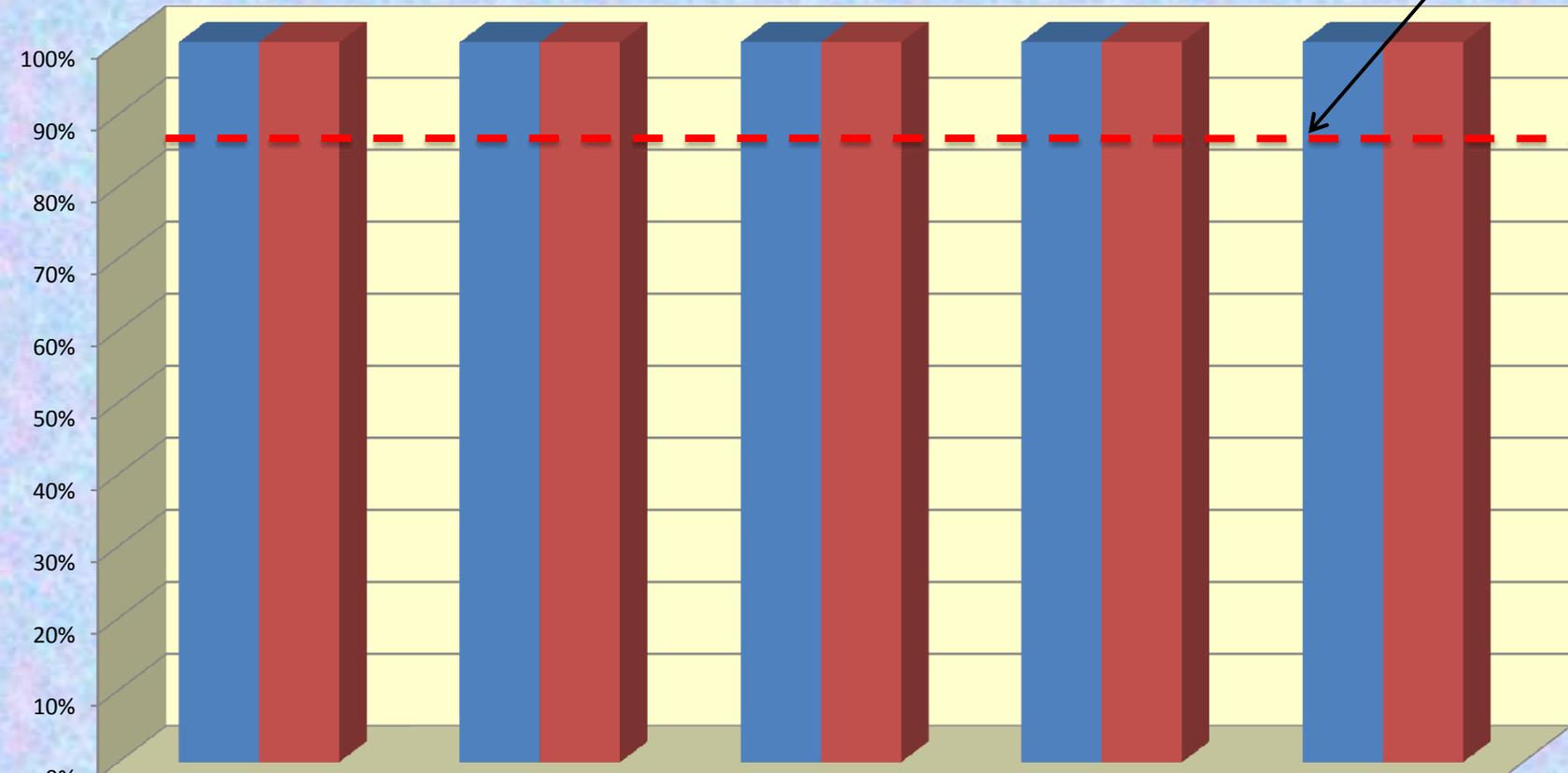
Data Source: ADRTTracker System

National Cemetery Administration

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 ADR Offer Rate

81% Government-Wide Average



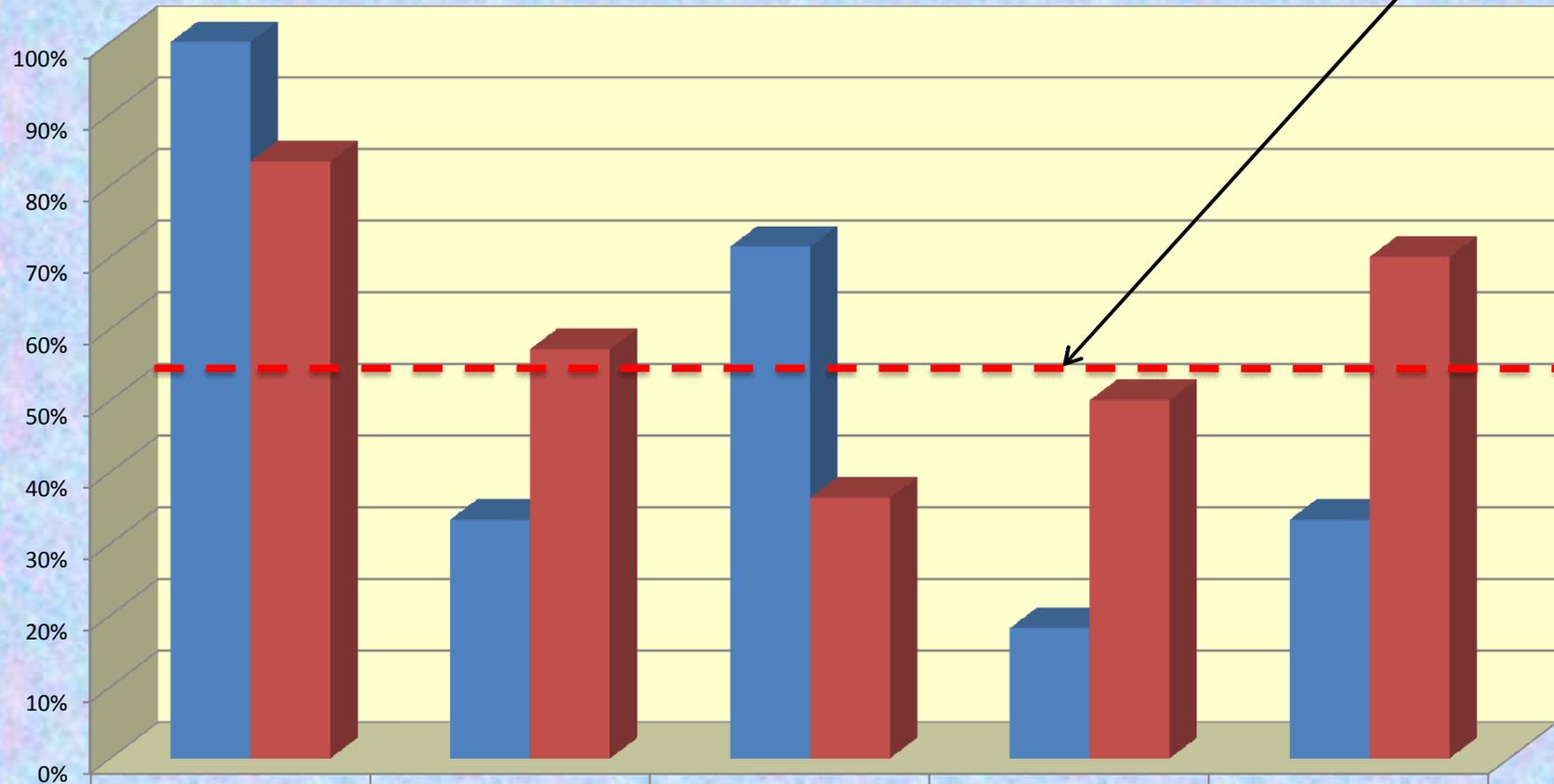
	MSN 1	MSN 2	MSN 3	MSN 4	MSN 5
FY-09	100%	100%	100%	100%	100%
FY-10	100%	100%	100%	100%	100%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 ADR Participation Rate

49% Government-Wide Average



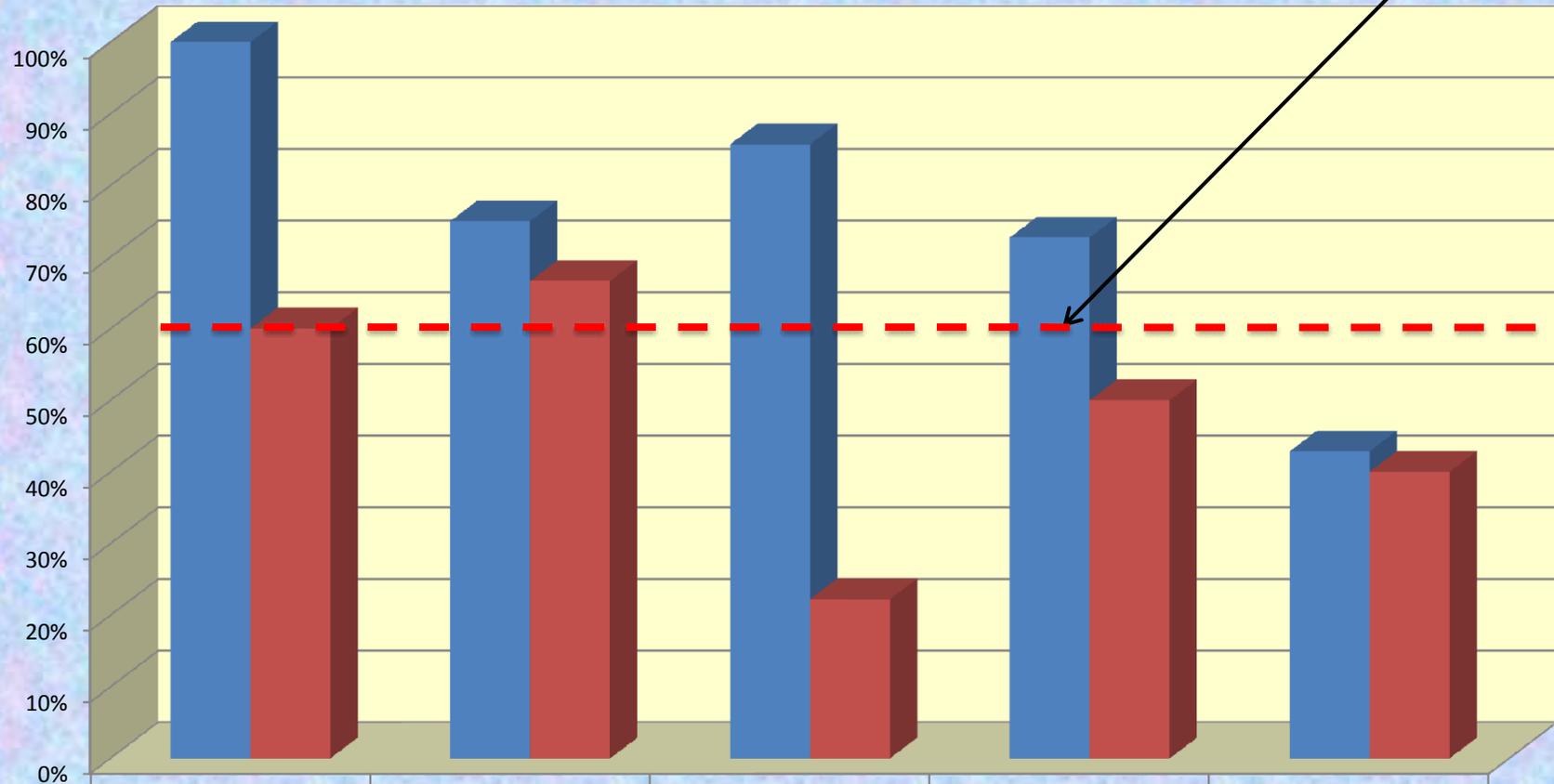
	MSN 1	MSN 2	MSN 3	MSN 4	MSN 5
FY-09	100%	33%	71%	18%	33%
FY-10	83%	57%	36%	50%	70%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 Resolution Rate

55% Government-Wide Average



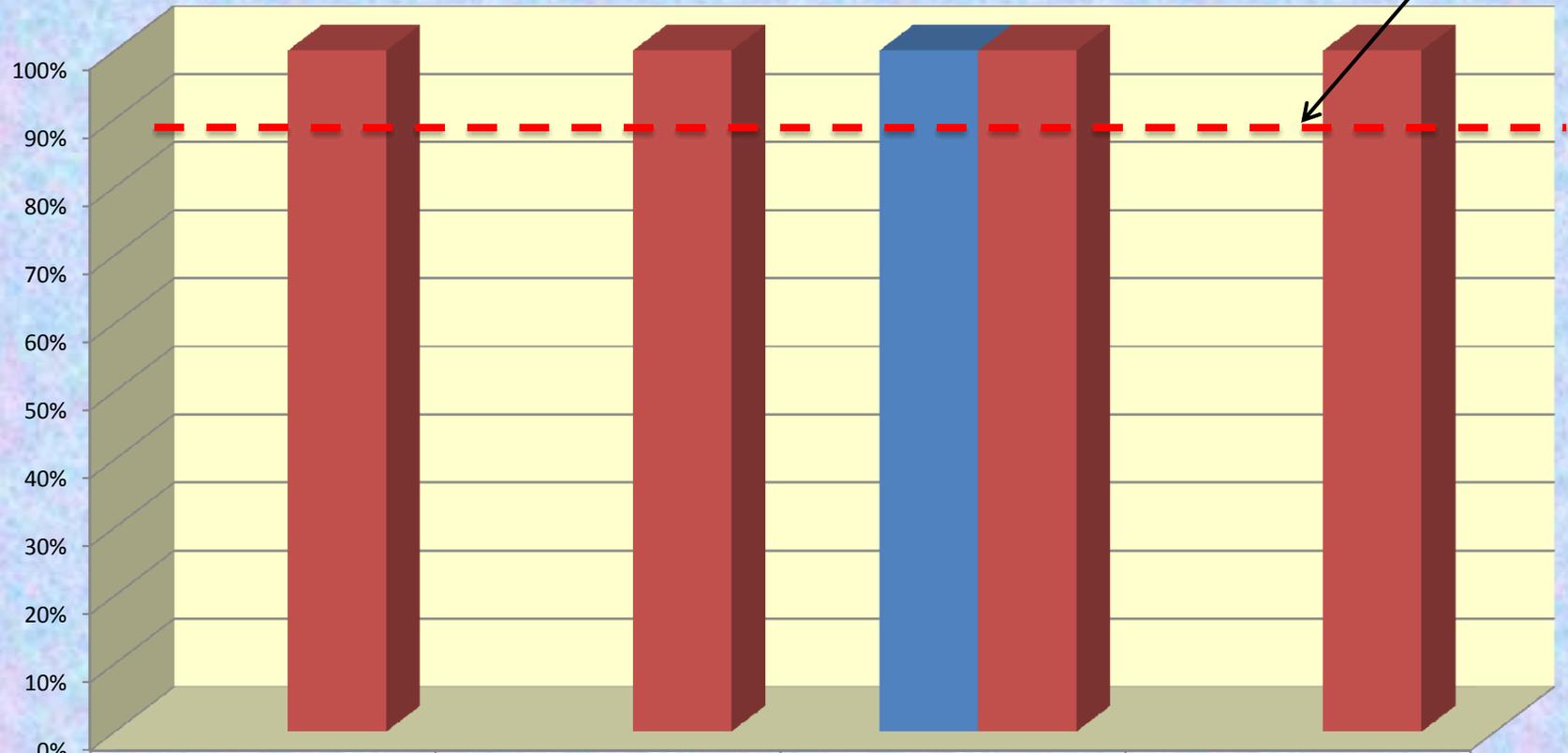
	MSN 1	MSN 2	MSN 3	MSN 4	MSN 5
FY-09	100%	75%	86%	73%	43%
FY-10	60%	67%	22%	50%	40%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 ADR Offer Rate - MSN 1

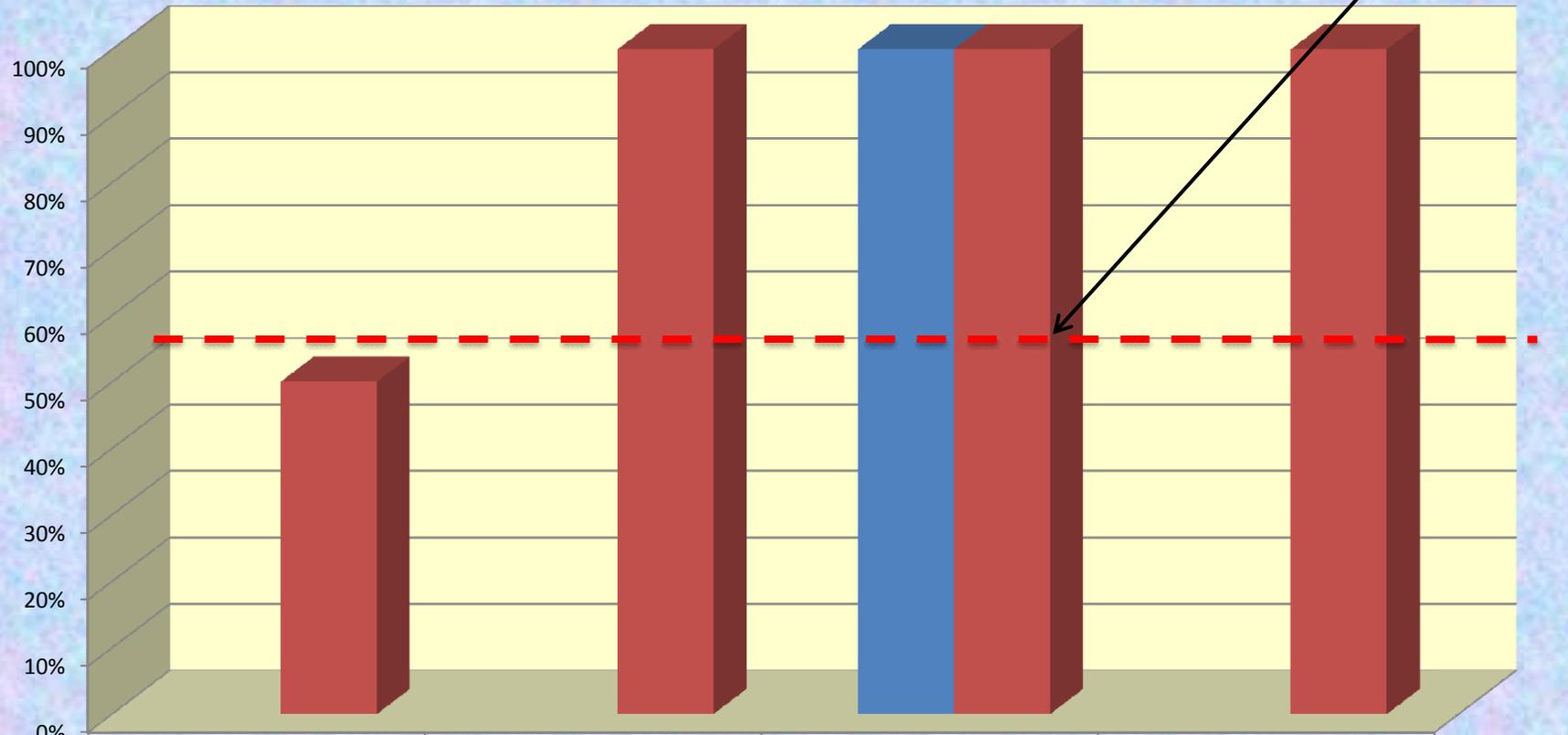
81% Government-Wide Average



	CALVERTON NATIONAL CEMETERY	LONG ISLAND NATIONAL CEMETERY	INDIANTOWN GAP NATIONAL CEMETERY	ALLEGHENIES NATIONAL CEMETERY
■ FY-09	N/A	N/A	100%	N/A
■ FY-10	100%	100%	100%	100%

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 ADR Participation Rate - MSN 1



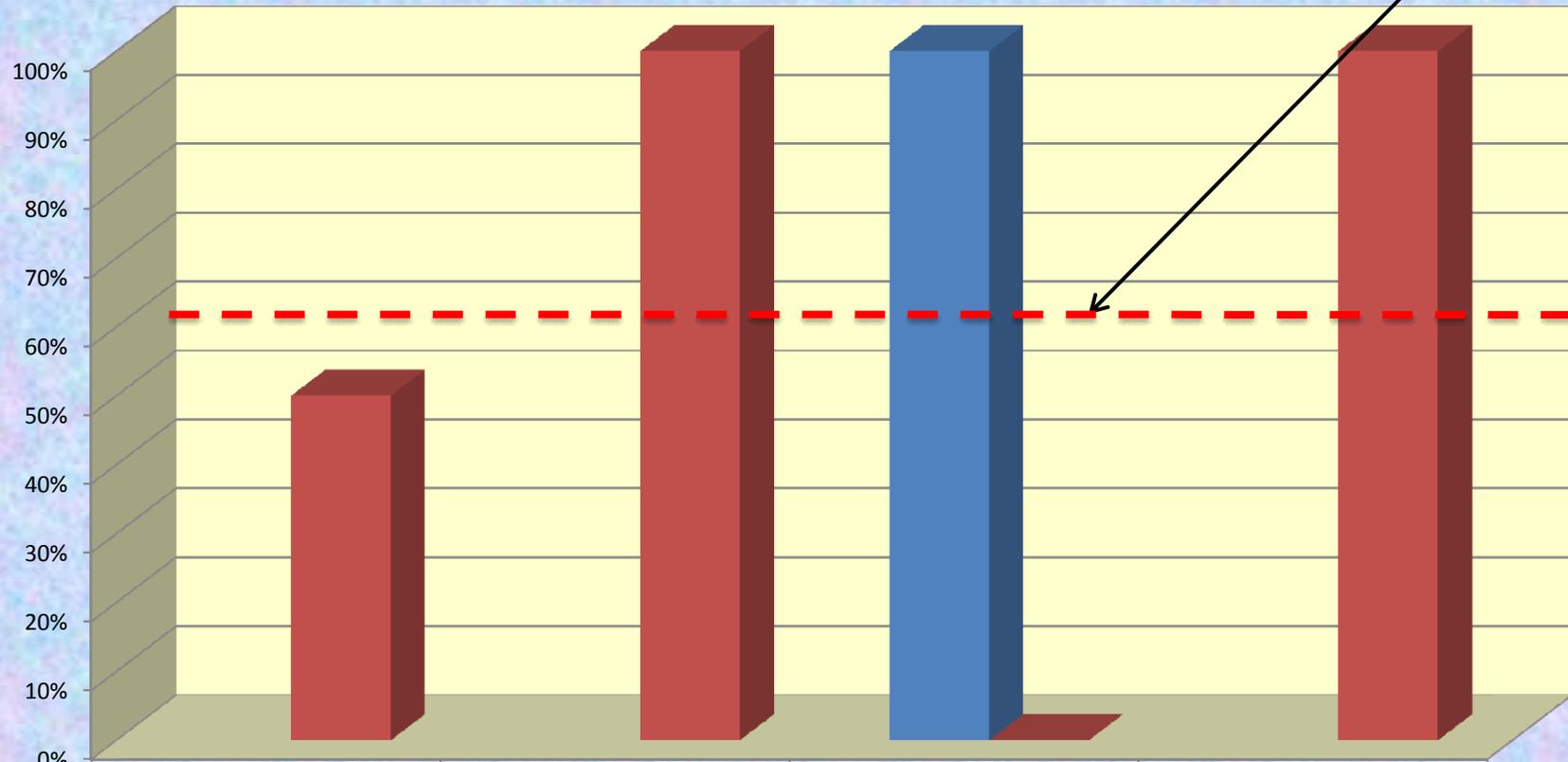
49% Government-Wide Average

	CALVERTON NATIONAL CEMETERY	LONG ISLAND NATIONAL CEMETERY	INDIANTOWN GAP NATIONAL CEMETERY	ALLEGHENIES NATIONAL CEMETERY
FY-09	N/A	N/A	100%	N/A
FY-10	50%	100%	100%	100%

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 Resolution Rate - MSN 1

55% Government-Wide Average

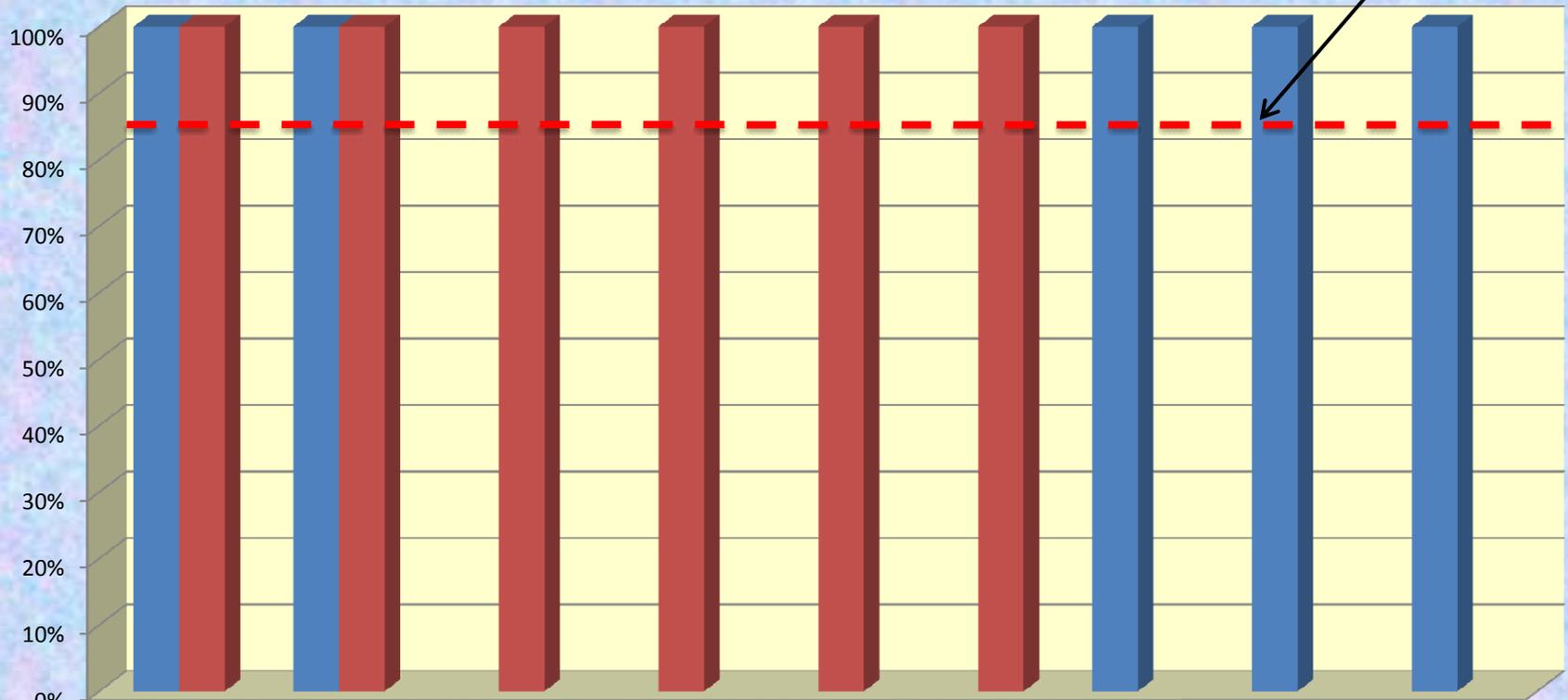


	CALVERTON NATIONAL CEMETERY	LONG ISLAND NATIONAL CEMETERY	INDIANTOWN GAP NATIONAL CEMETERY	ALLEGHENIES NATIONAL CEMETERY
FY-09	N/A	N/A	100%	N/A
FY-10	50%	100%	0%	100%

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 ADR Offer Rate - MSN 2

81% Government-Wide Average



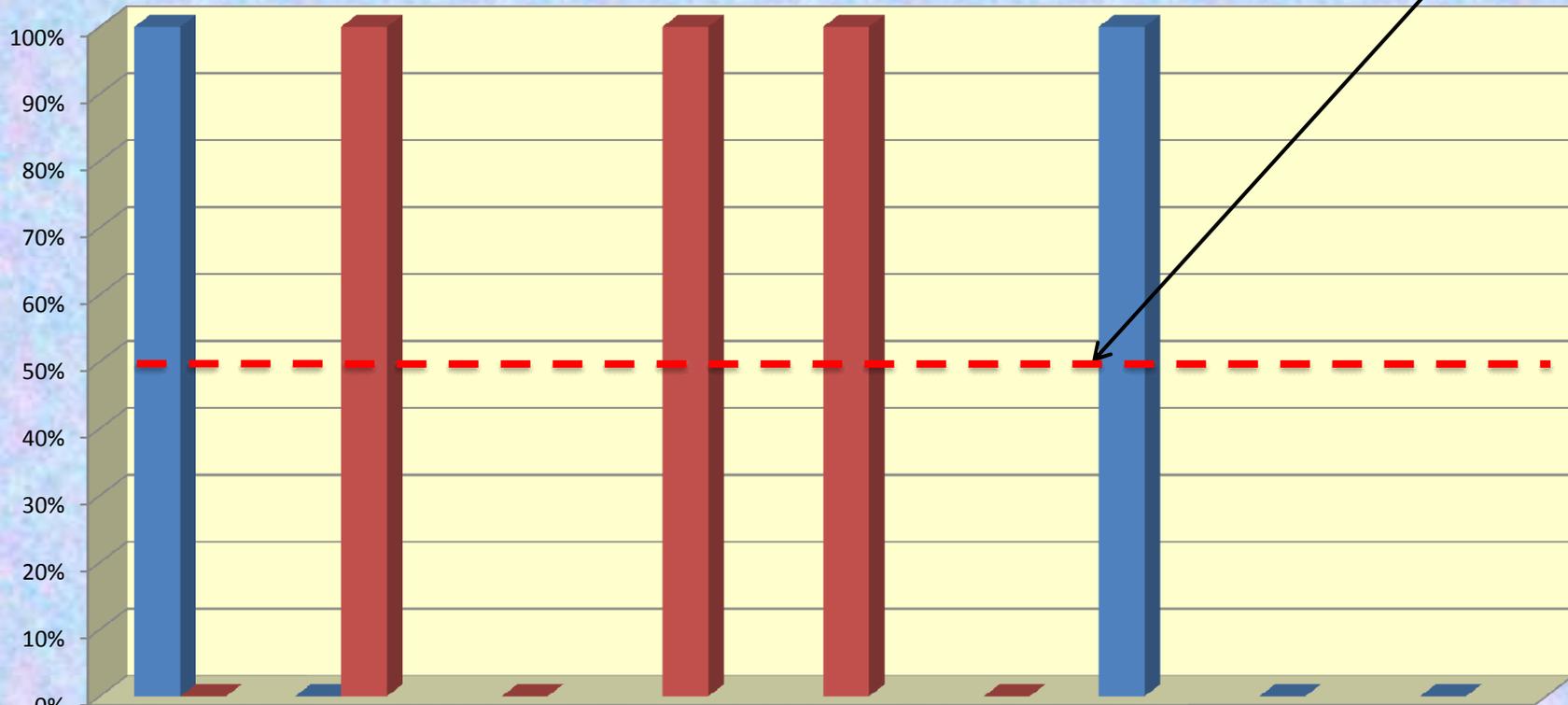
	BILOXI NATIONAL CEMETERY	FLORIDA NATIONAL CEMETERY	PORT HUDSON NATIONAL CEMETERY	FLORENCE NATIONAL CEMETERY	FORT MITCHELL NATIONAL CEMETERY	NASHVILLE NATIONAL CEMETERY	ALABAMA NATIONAL CEMETERY	JACKSONVILLE NATIONAL CEMETERY	MEMORIAL SERVICE NETWORK 2
■ FY-09	100%	100%	N/A	N/A	N/A	N/A	100%	100%	100%
■ FY-10	100%	100%	100%	100%	100%	100%	N/A	N/A	N/A

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 ADR Participation Rate - MSN 2

49% Government-Wide Average



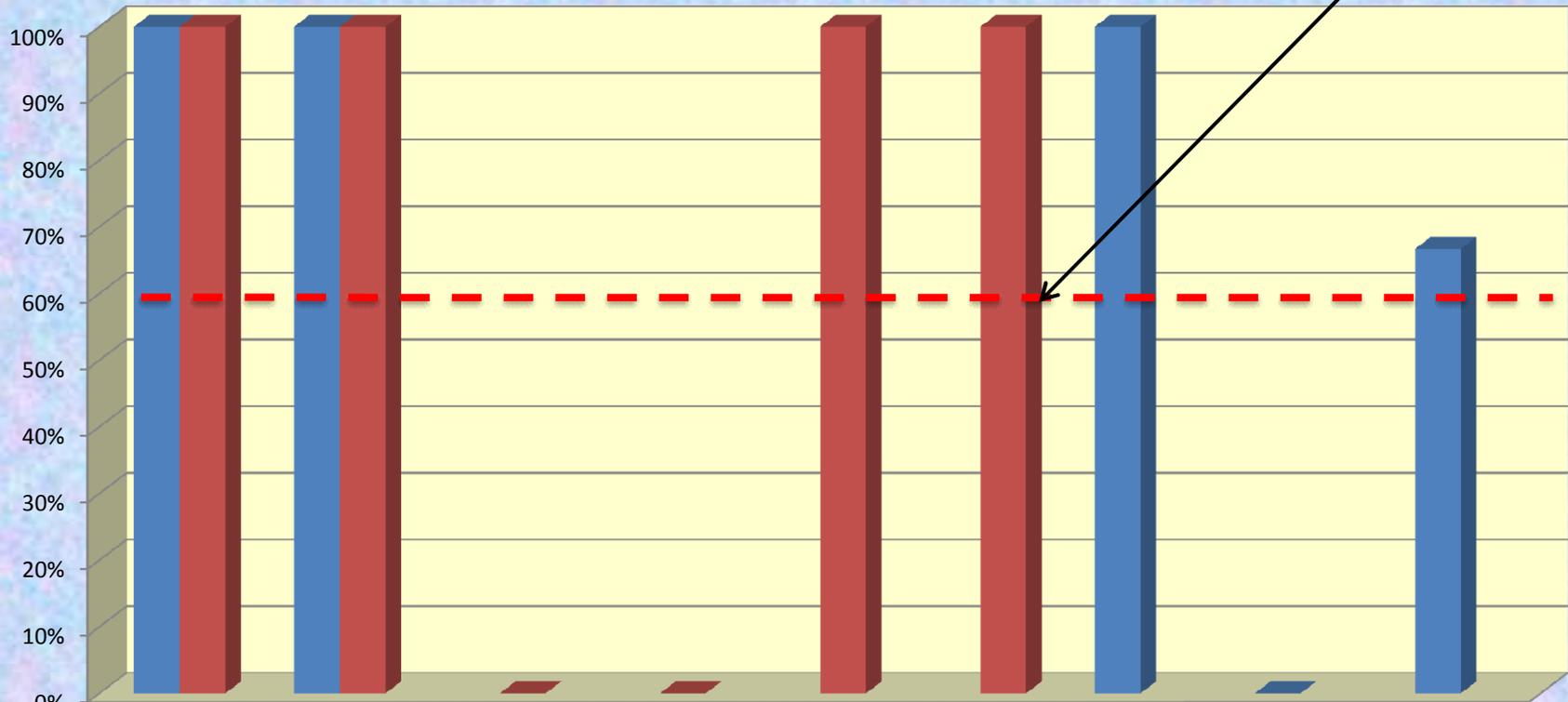
	BILOXI NATIONAL CEMETERY	FLORIDA NATIONAL CEMETERY	PORT HUDSON NATIONAL CEMETERY	FLORENCE NATIONAL CEMETERY	FORT MITCHELL NATIONAL CEMETERY	NASHVILLE NATIONAL CEMETERY	ALABAMA NATIONAL CEMETERY	JACKSONVILLE NATIONAL CEMETERY	MEMORIAL SERVICE NETWORK 2
FY-09	100%	0%	N/A	N/A	N/A	N/A	100%	0%	0%
FY-10	0%	100%	0%	100%	100%	0%	N/A	N/A	N/A

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 Resolution Rate - MSN 2

55% Government-Wide Average

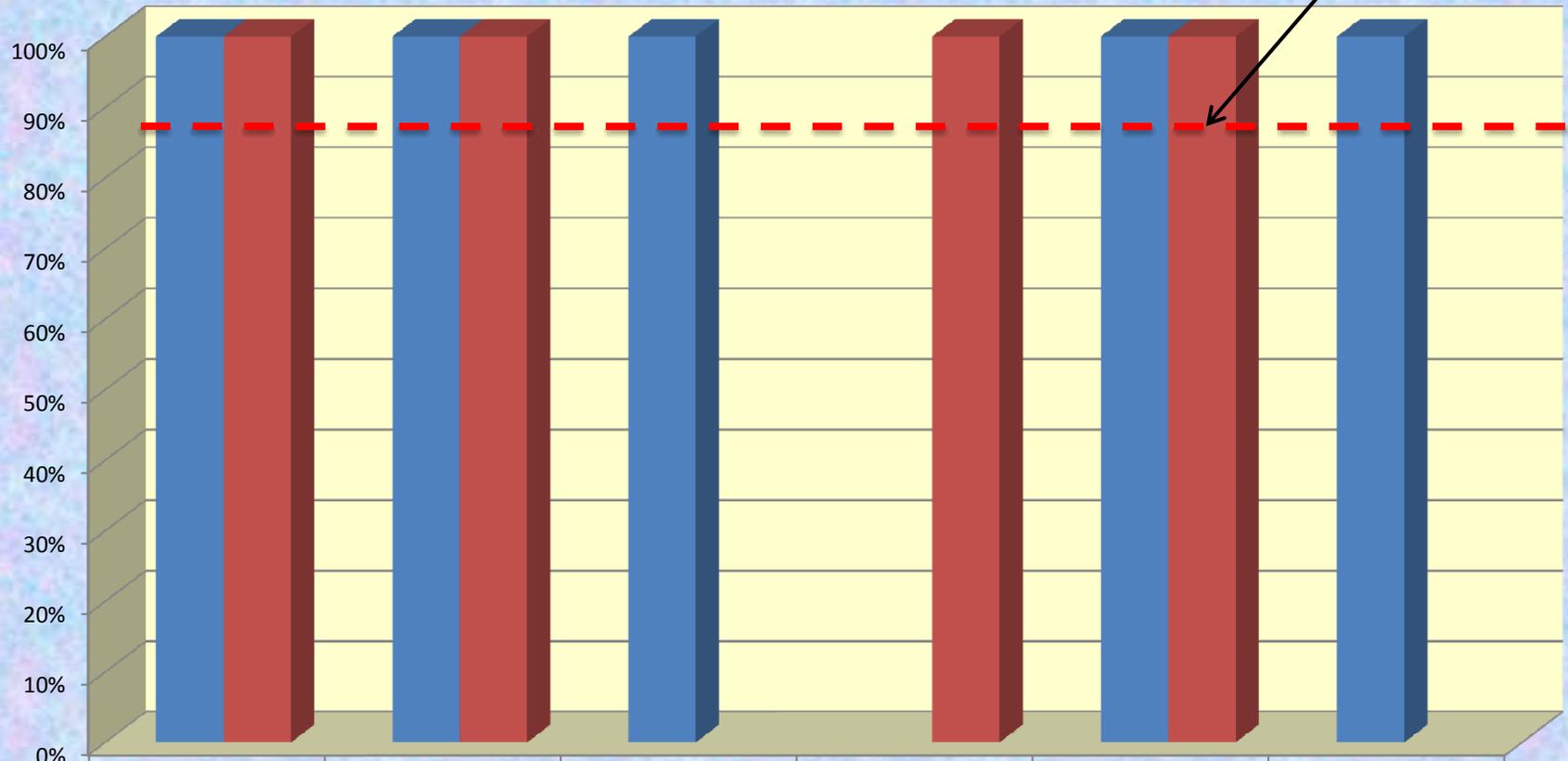


	BILOXI NATIONAL CEMETERY	FLORIDA NATIONAL CEMETERY	PORT HUDSON NATIONAL CEMETERY	FLORENCE NATIONAL CEMETERY	FORT MITCHELL NATIONAL CEMETERY	NASHVILLE NATIONAL CEMETERY	ALABAMA NATIONAL CEMETERY	JACKSONVILLE NATIONAL CEMETERY	MEMORIAL SERVICE NETWORK 2
■ FY-09	100%	100%	N/A	N/A	N/A	N/A	100%	0%	67%
■ FY-10	100%	100%	0%	0%	100%	100%	N/A	N/A	N/A

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 ADR Offer Rate - MSN 3

81% Government-Wide Average

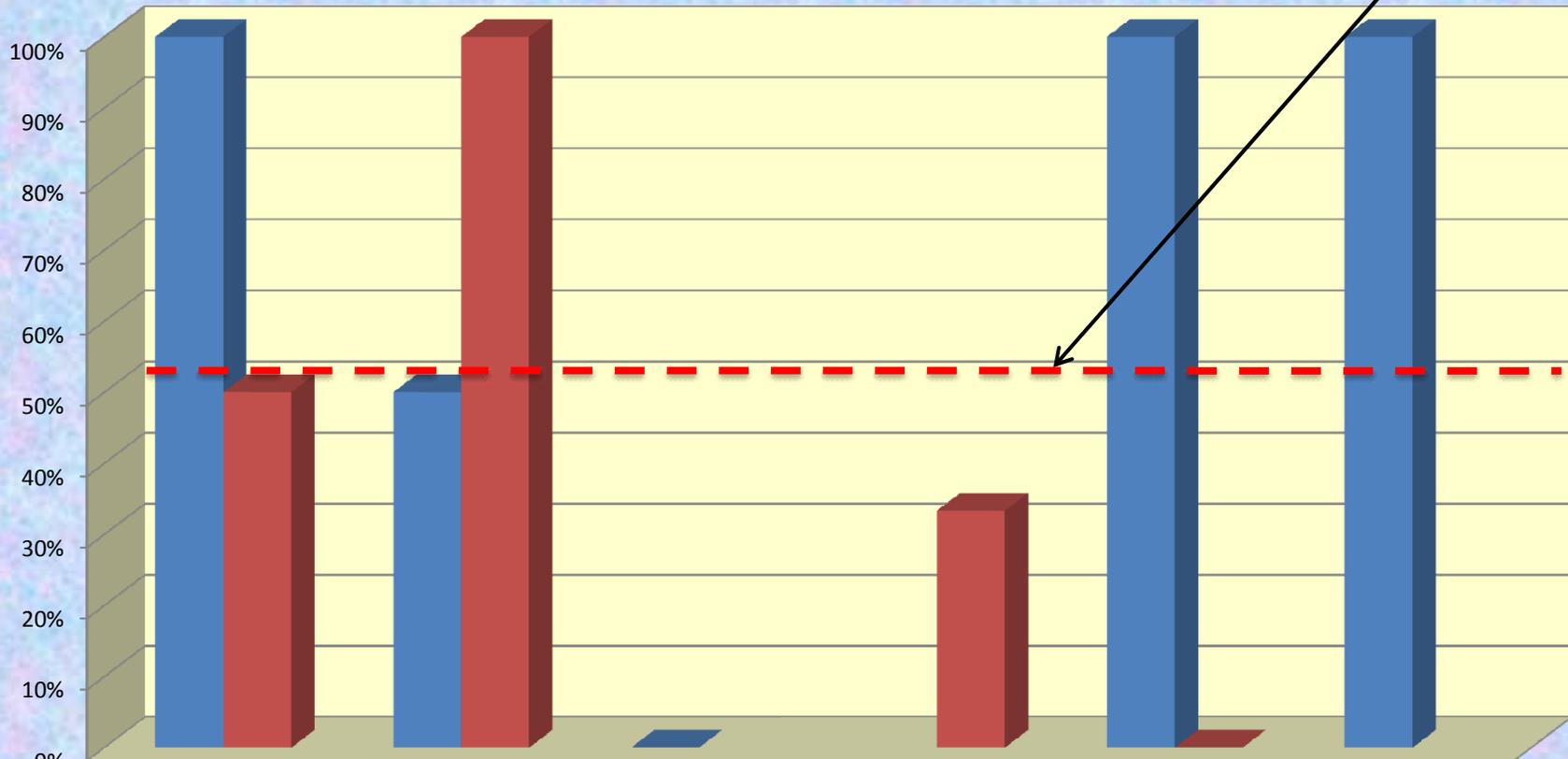


	DALLAS/FT. WORTH NATIONAL CEMETERY	FT. BLISS NATIONAL CEMETERY	HOUSTON NATIONAL CEMETERY	FT. SAM HOUSTON NATIONAL CEMETERY	SANTA FE NATIONAL CEMETERY	FORT LOGAN NATIONAL CEMETERY
■ FY-09	100%	100%	100%	N/A	100%	100%
■ FY-10	100%	100%	N/A	100%	100%	N/A

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 ADR Participation Rate - MSN 3

49% Government-Wide Average



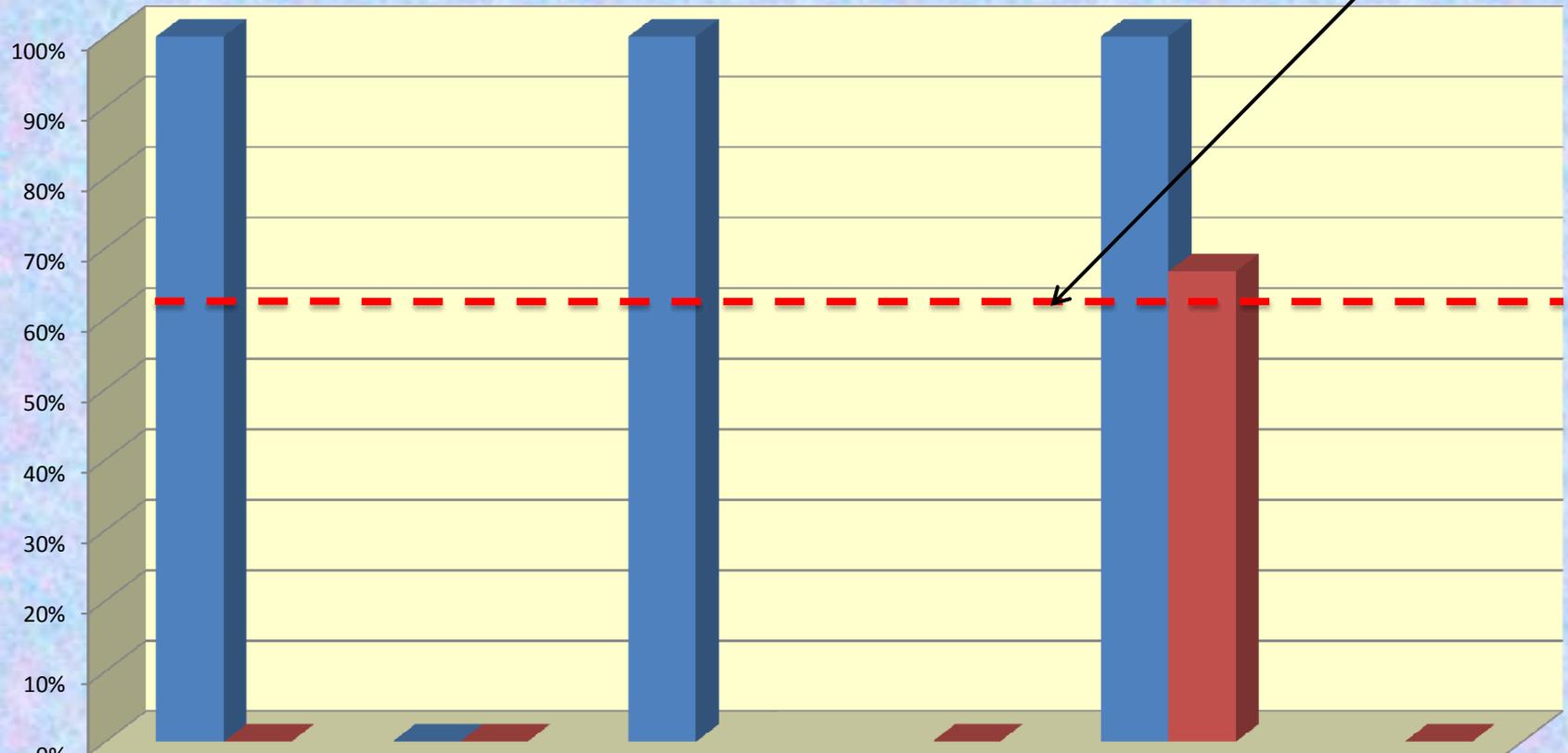
	DALLAS/FT. WORTH NATIONAL CEMETERY	FT. BLISS NATIONAL CEMETERY	HOUSTON NATIONAL CEMETERY	FT. SAM HOUSTON NATIONAL CEMETERY	SANTA FE NATIONAL CEMETERY	FORT LOGAN NATIONAL CEMETERY
■ FY-09	100%	50%	0%	N/A	100%	100%
■ FY-10	50%	100%	N/A	33%	0%	N/A

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 Resolution Rate - MSN 3

55% Government-Wide Average



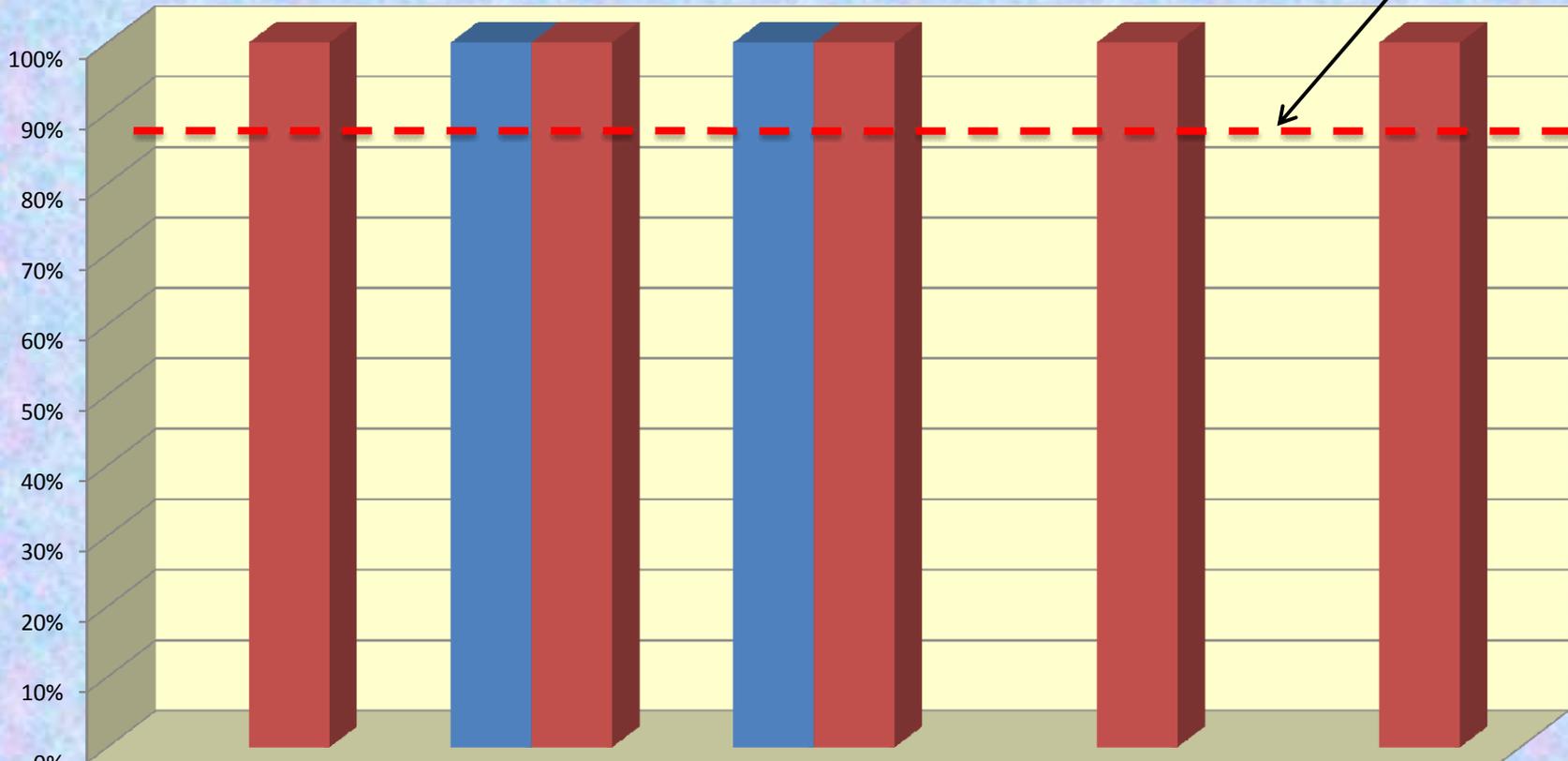
	DALLAS/FT. WORTH NATIONAL CEMETERY	FT. BLISS NATIONAL CEMETERY	HOUSTON NATIONAL CEMETERY	FT. SAM HOUSTON NATIONAL CEMETERY	SANTA FE NATIONAL CEMETERY	FORT LOGAN NATIONAL CEMETERY
■ FY-09	100%	0%	100%	N/A	100%	N/A
■ FY-10	0%	0%	N/A	0%	67%	0%

Data Source: ADRTacker System

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 ADR Offer Rate - MSN 4

81% Government-Wide Average

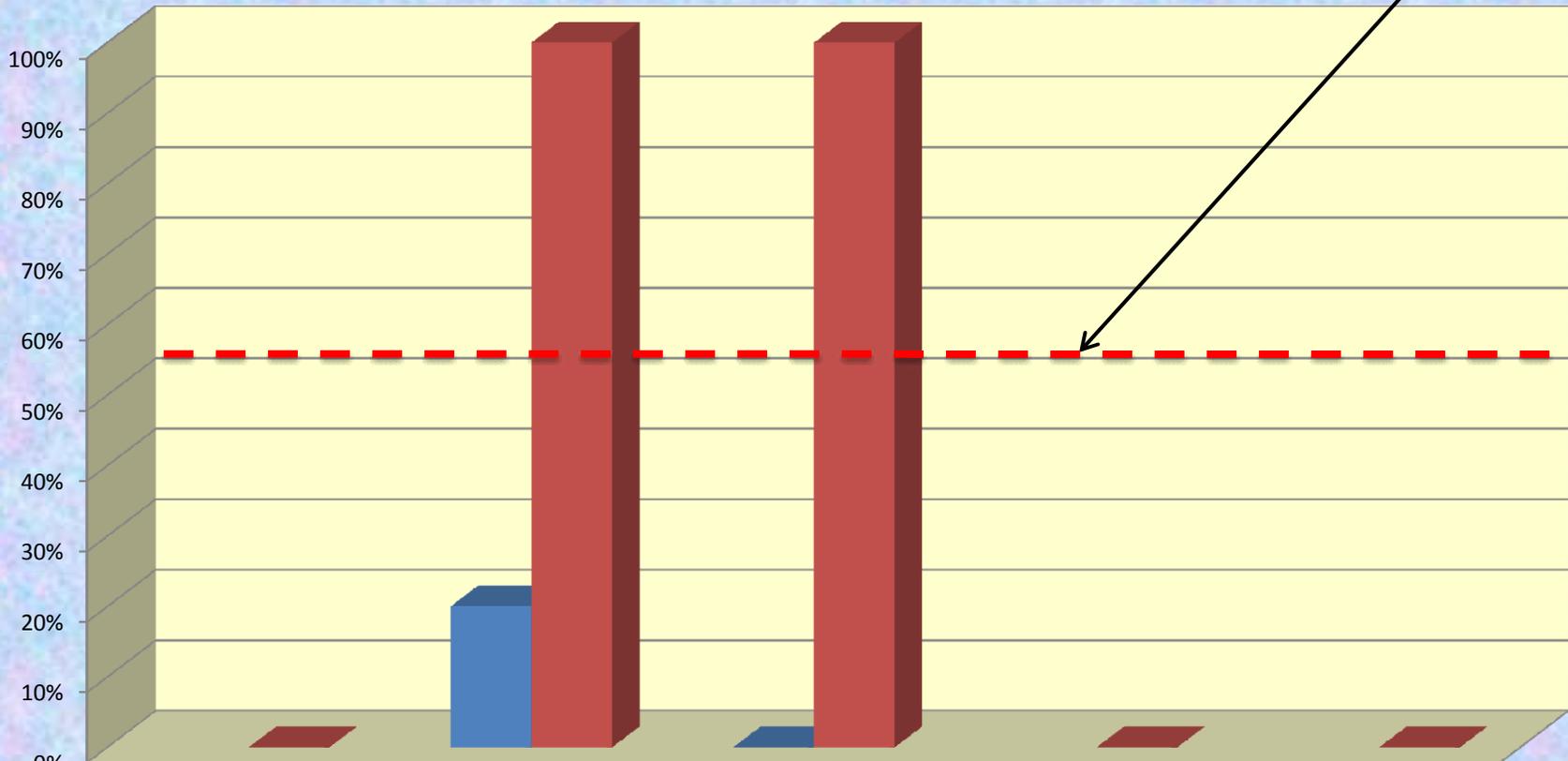


	ABRAHAM LINCOLN NATIONAL CEMETERY	JEFFERSON BARRACKS NATIONAL CEMETERY	FT. SNELLING NATIONAL CEMETERY	DANVILLE NATIONAL CEMETERY	WOOD NATIONAL CEMETERY
■ FY-09	N/A	100%	100%	N/A	N/A
■ FY-10	100%	100%	100%	100%	100%

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 ADR Participation Rate - MSN 4

49% Government-Wide Average



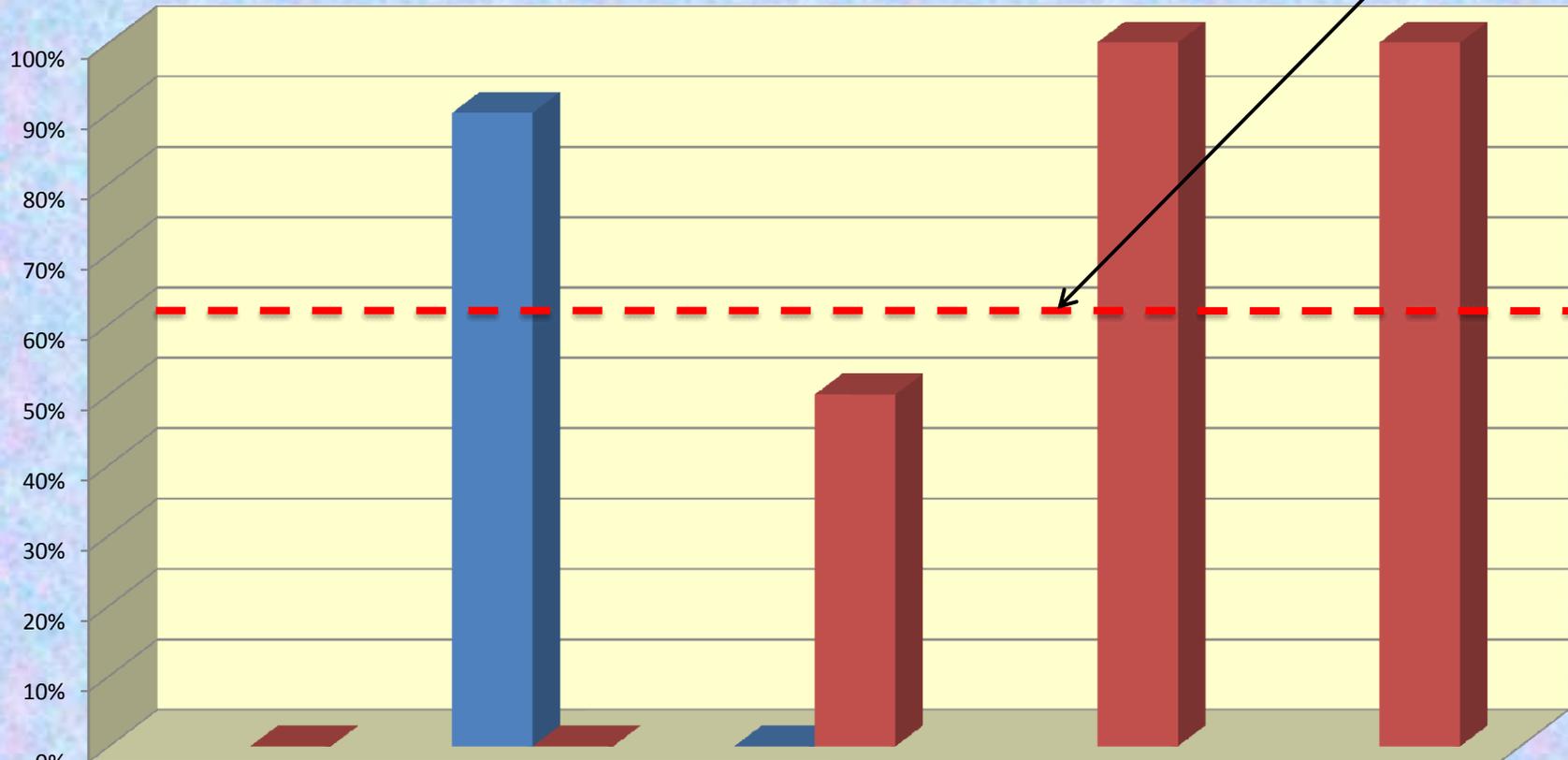
	ABRAHAM LINCOLN NATIONAL CEMETERY	JEFFERSON BARRACKS NATIONAL CEMETERY	FT. SNELLING NATIONAL CEMETERY	DANVILLE NATIONAL CEMETERY	WOOD NATIONAL CEMETERY
FY-09	N/A	20%	0%	N/A	N/A
FY-10	0%	100%	100%	0%	0%

Data Source: ADRTTracker System

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 Resolution Rate - MSN 4

55% Government-Wide Average

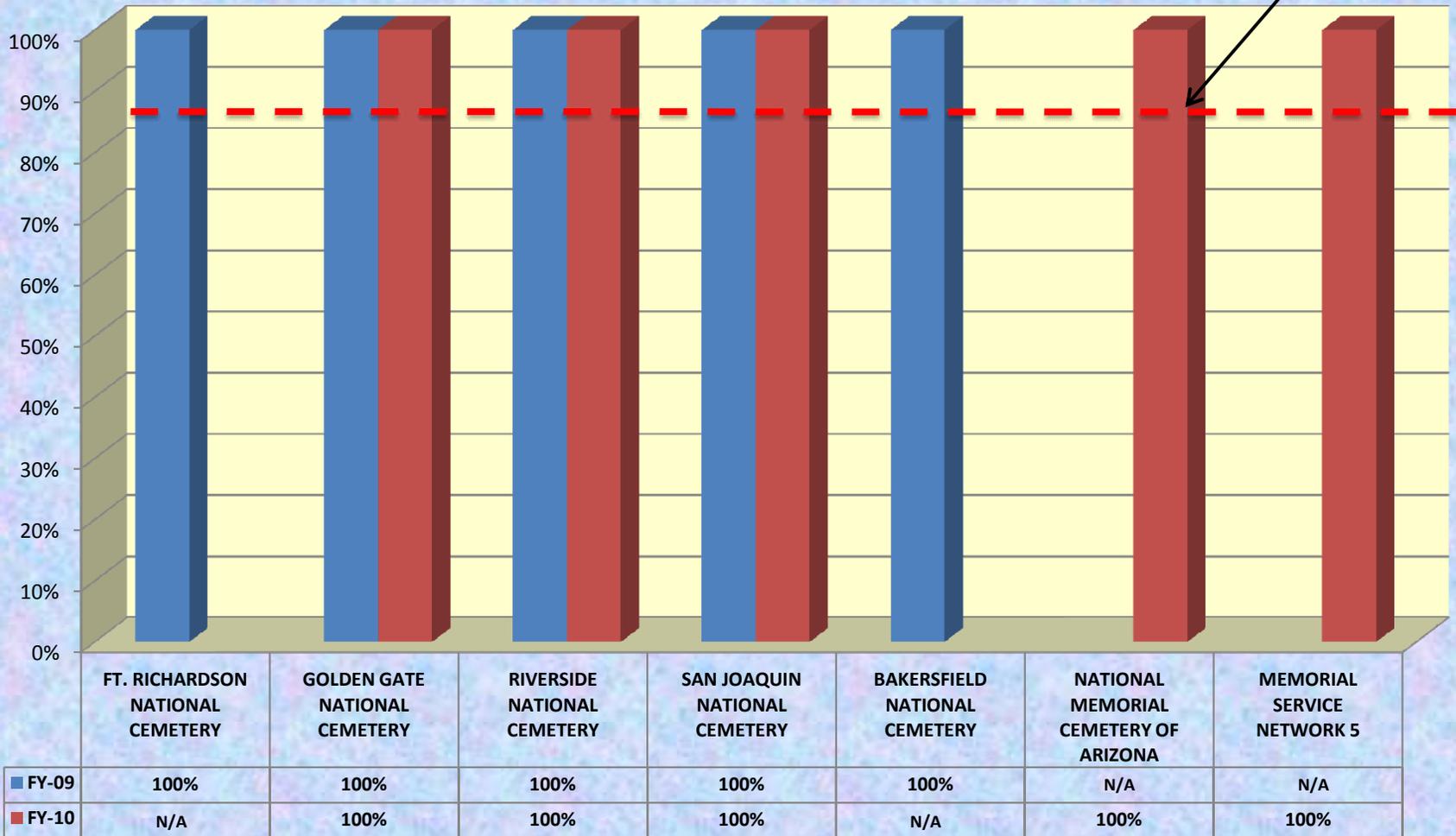


	ABRAHAM LINCOLN NATIONAL CEMETERY	JEFFERSON BARRACKS NATIONAL CEMETERY	FT. SNELLING NATIONAL CEMETERY	DANVILLE NATIONAL CEMETERY	WOOD NATIONAL CEMETERY
■ FY-09	N/A	90%	0%	N/A	N/A
■ FY-10	0%	0%	50%	100%	100%

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 ADR Offer Rate - MSN 5

81% Government-Wide Average

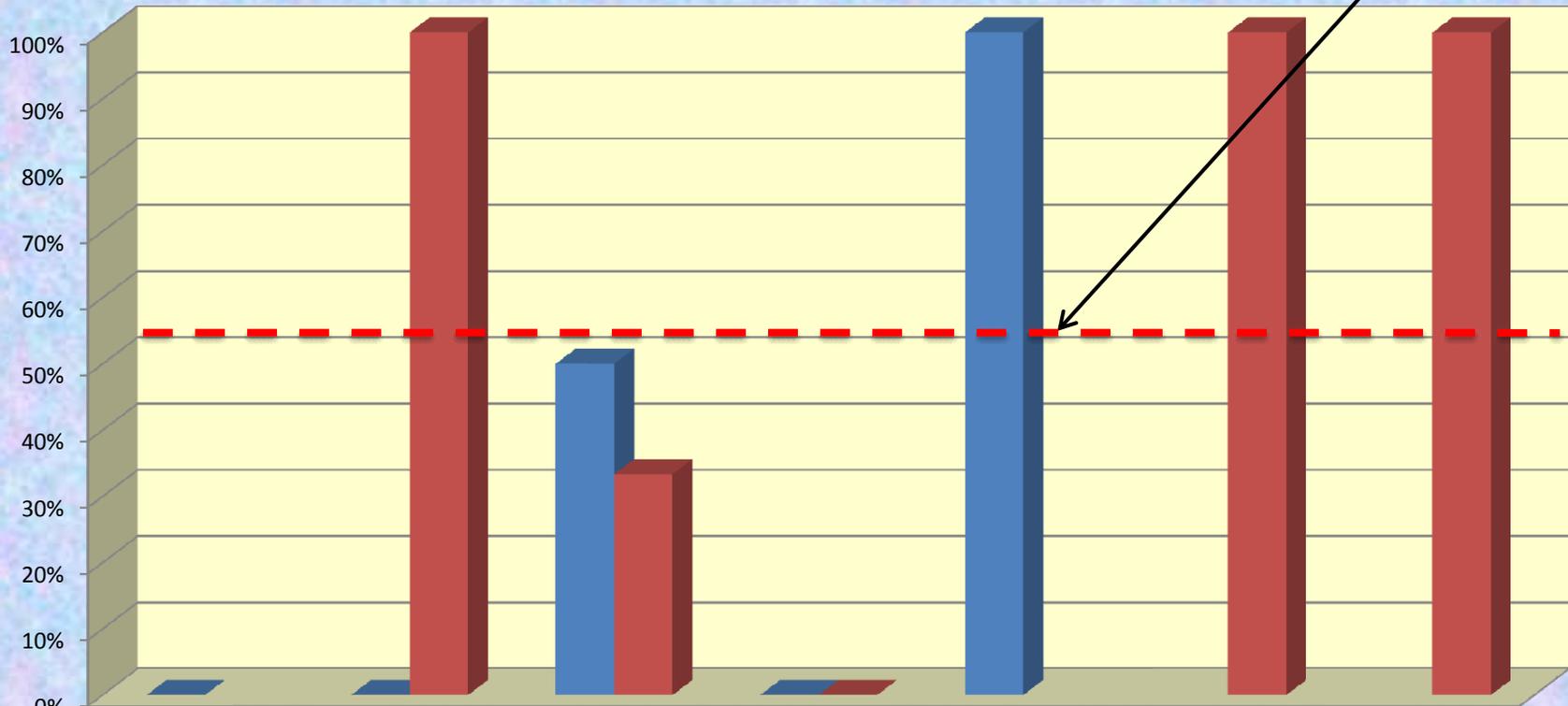


Data Source: ADTracker System

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 ADR Participation Rate - MSN 5

49% Government-Wide Average

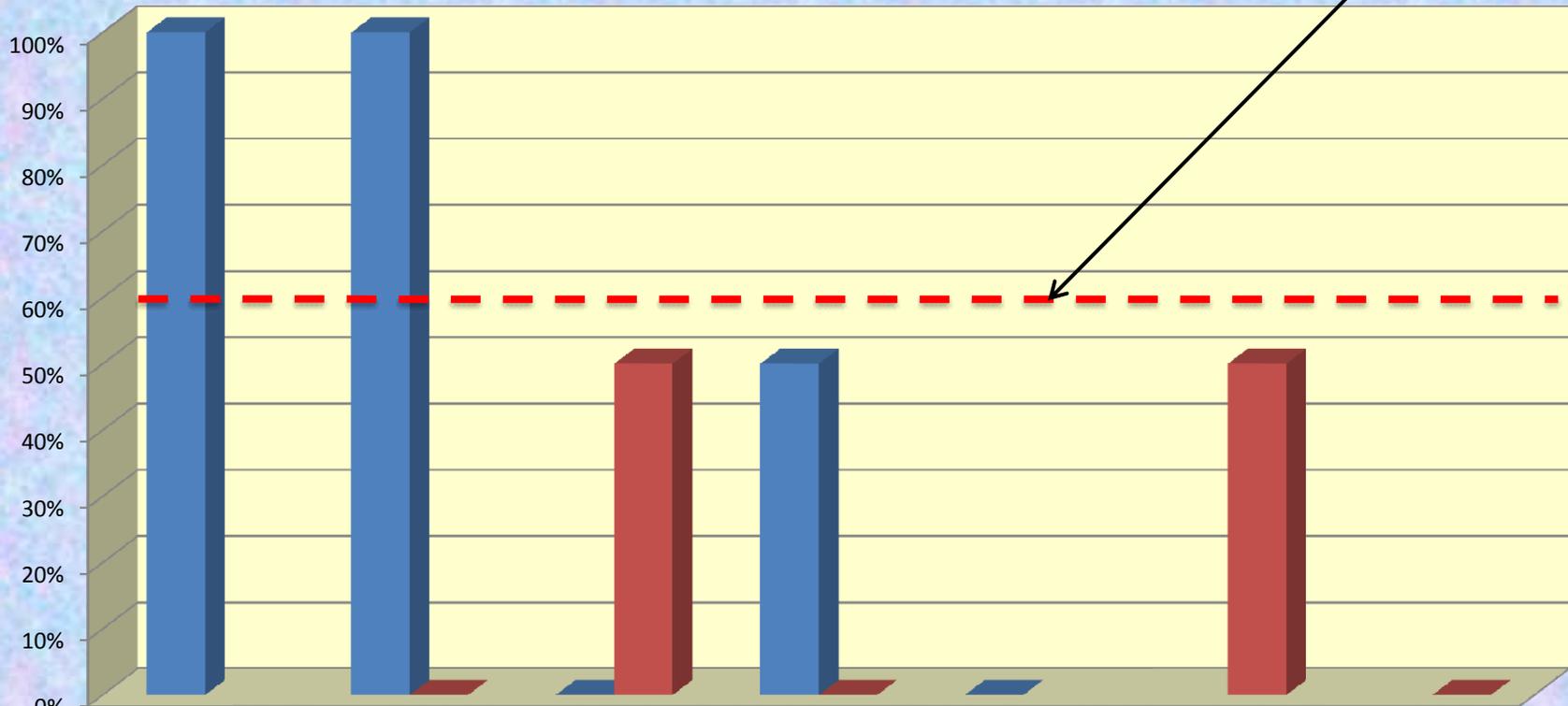


	FT. RICHARDSON NATIONAL CEMETERY	GOLDEN GATE NATIONAL CEMETERY	RIVERSIDE NATIONAL CEMETERY	SAN JOAQUIN NATIONAL CEMETERY	BAKERSFIELD NATIONAL CEMETERY	NATIONAL MEMORIAL CEMETERY OF ARIZONA	MEMORIAL SERVICE NETWORK 5
FY-09	0%	0%	50%	0%	100%	N/A	N/A
FY-10	N/A	100%	33%	0%	N/A	100%	100%

FY-09 and FY-10 Data as of 10/07/10

National Cemetery Administration FY-09 & FY-10 Resolution Rate - MSN 5

55% Government-Wide Average



	FT. RICHARDSON NATIONAL CEMETERY	GOLDEN GATE NATIONAL CEMETERY	RIVERSIDE NATIONAL CEMETERY	SAN JOAQUIN NATIONAL CEMETERY	BAKERSFIELD NATIONAL CEMETERY	NATIONAL MEMORIAL CEMETERY OF ARIZONA	MEMORIAL SERVICE NETWORK 5
FY-09	100%	100%	0%	50%	0%	N/A	N/A
FY-10	N/A	0%	50%	0%	N/A	50%	0%